

OCR GCSE IN HEALTH AND SOCIAL CARE (DOUBLE AWARD) 1493

EXEMPLAR MATERIALS UNIT 1 - Health, social care and early years provision

This collection of exemplar work is designed to accompany OCR GCSE specification Health and Social Care for teaching from September 2002.

First certification will be available in June 2004 and every January and June thereafter.

This document aims to demonstrate the relationship between candidates' work and the assessment criteria statements. The examples provided represent just a few approaches from a small number of candidates and are not intended to be comprehensive or interpreted prescriptively.

The examples exemplify different standards of work. Some of the examples demonstrate a consistent approach across the objectives, whereas others demonstrate a different standard of achievement for each objective.

Teachers are referred to Section 2.3 of the Teacher Guide (Determining a Candidate's Mark) to further assist their marking.

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GCSE Health & Social Care

January 2004

**UNIT 1:
Health, Social Care &
Early Years Provision**

Candidate 1 - Laura

GCSE HEALTH & SOCIAL CARE (DOUBLE AWARD) UNIT 1

HEALTH, SOCIAL CARE AND EARLY YEARS PROVISION

CANDIDATE COMMENTARY – LAURA

Summary:

- The candidate has produced a comprehensive portfolio.
- It has been well presented with the evidence required presented in sections according to the *strands* (rows across the Assessment Evidence Grid). This greatly assists with the assessment and moderation process.
- The Centre has annotated the assignment with the standard achieved within each strand. This could be further strengthened for the candidate if the annotations were accompanied by brief comments.
- There is no excess material; the inclusion of a bibliography would show good practice.

Strand A	Centre Mark: 5	Moderator: 4	Difference: -1
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- a1** The candidate identified how the service fitted into the national frameworks, using a flow diagram and text. They explained how the services are funded and the care sector to which they belong.
- a2** The candidate used the information gathered to define how each service is funded privately by contributions from the 'client'. There is explanation about the Nursery Grant and how a client at the rest home may be supported by Social Services. There is mention of the government raising taxes, but how this is implemented at national and local level is not explained.
- a3** There is insufficient evidence to award here as the candidate has not drawn logical conclusions to show how funding at national and local levels affect service provision.

Strand B	Centre Mark: 7	Moderator: 7	Difference: 0
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- b1** The candidate clearly described the roles of two direct care workers, one from each service, correctly. A detailed day-to-day time sheet was written, showing clear understanding.
- b2** There were informed suggestions about the qualification, qualities and skills that would be required by each care worker chosen. This section was completed well.
- b3** The candidate did not extend the work to review and assess possible alternative routes to obtain qualifications and skills required for the job roles chose. Therefore the candidate did not access this mark band.

Strand C	Centre Mark: 6	Moderator: 6	Difference: 0
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- c1** The features of the care value base were taken from a text book, but did not show explicit understanding that these set of values are derived from the ideas about human rights. There was, however, sufficient evidence to show that the candidate appreciated the underpinning knowledge of the care value base and how it is used by the professional care workers that were studied; therefore, 1 mark awarded.
- c2** There was detailed evidence to show a range of features of how both care workers were guided in their day-to-day tasks.
- c3** The work for this candidate would have been strengthened if there had been a direct comparison to show how each care worker applied the care value base and the effects on the client if the care value base was not applied. Whilst there were some implicit references in the text, no marks could be awarded in this mark band.

Strand D	Centre Mark: 9	Moderator: 9	Difference: 0
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The candidate produced two detailed questionnaires to obtain information for this section. This was not a requisite of this strand.

- d1** An extremely detailed chart was produced to show the main needs of the clients, covering all the main needs (PIES).
- d2** The chart was expanded by the candidate showing how the service provided for the needs of the clients.
- d3** A sound analysis was included to show how well the service meets the different clients' needs. There was brief mention of logical conclusions on each client group, however, this element needed strengthening. The minimum marks were awarded for the d3 strand.

Strand E	Centre Mark: 13	Moderator: 13	Difference: 0
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- e1** The candidate produced a good basic description of barriers that could prevent clients from using the services.
- e2** The barriers preventing clients from accessing the services was well done. The effects on clients and parents/families were explained in detail.
- e3** The candidate did produce a comprehensive account to show how barriers to services could be overcome. The candidate did not address explicitly the empowerment of clients, this was implicit in the candidates work, so full marks could not be awarded for e3.

Total:	Centre Mark: 40	Moderator: 39	Difference -1
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GCSE IN HEALTH AND SOCIAL CARE (DOUBLE AWARD)

Unit Recording Sheet for Unit 1: Health, Social Care and Early Years Provision



Please read the instructions printed below. One of these sheets, suitably completed, should be attached to the assessed work of each candidate.

Specification Code	1493	Unit Code	4869	Session	Jan / June	Year	2	0	0	4
Centre Name						Centre Number				
Candidate Name	Laura					Candidate Number				

Evidence: a profile based on the study of two different health and/or social care and/or early years services.

Please note: This form may be updated on an annual basis. The current version of this form will be sent out automatically by OCR to the Examinations Officer in the Centre upon receipt of provisional entries. You may also refer to OCR website (www.ocr.org.uk) for current version.

Authentication by the Teacher

I declare that to the best of my knowledge, the work submitted is that of the candidate concerned. I have attached details of any assistance given beyond that which is acceptable under the scheme of assessment.

Signature: _____ Date: December 05

Guidance on Completion of this Form

- 1 One sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- 4 Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.
- 5 Sign and date the Authentication statement.

Please see over

2.11.14

Criteria		Teacher Comment	Location	Mark
a1 Identify how each service fits into the national framework, how they are funded and the care sector to which they belong. 0 1 2 3	a2 Use some of the information collected to define in detail how each service is funded at national and local level. 4 5	a3 Interpret information and draw logical conclusions to show how funding at national and local levels affects service provision. 6 7	3-10	5
b1 Describe the roles of two direct care workers (one in each service), correctly describing the day-to-day tasks they would do. 0 1 2 3 4	b2 Make informed suggestions about the qualifications, qualities and skills that would be required by each care worker chosen. 5 6 7	b3 Review and assess possible alternative routes to obtaining qualifications and skills required for the job roles chosen. 8 9	12-23	7
c1 List the features of the care value base. Describe how each care worker would apply the care value base in their day-to-day tasks. 0 1 2 3	c2 Explain different ways that a range of features of the care value base is used to guide the care workers in their day-to-day tasks. 4 5 6	c3 Compare ways that the care value base would be applied by each care worker, explaining the effects on the client if the care value base was not applied. 7 8	25-33	6
d1 With help, carry out and record the different types of client groups that would use the services. Describe the main needs of each client group. 0 1 2 3 4 5	d2 Carry out and record in detail the different needs of client groups using each service, explaining how the service provides for their needs. 6 7 8	d3 Analyse how well each service meets the different needs of clients. Draw logical conclusions about the effects this may have on client groups. 9 10 11	35-49	9
e1 Produce a basic description of barriers that could prevent clients from using the services. 0 1 2 3 4 5 6 7	e2 Produce a detailed explanation of the barriers that could prevent clients from accessing services. Describe the effects on clients. 8 9 10 11	e3 Produce a comprehensive account to show how barriers to services could be overcome. Draw conclusions about how this would help to empower clients. 12 13 14 15	51-66	13
		Total/60		40

Health and social care

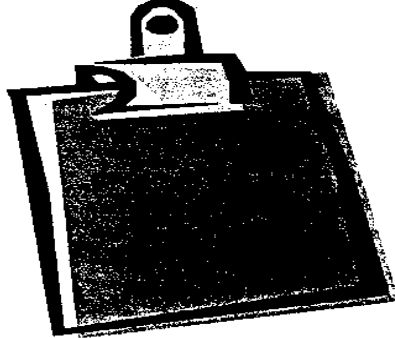
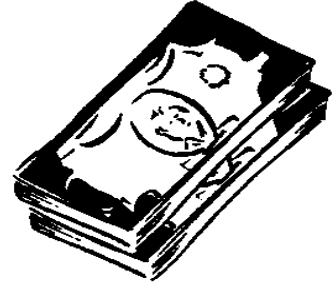
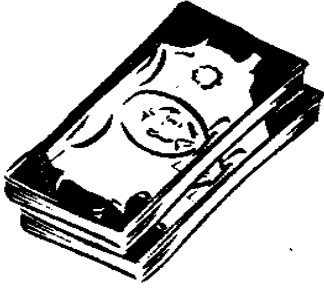


and Early years provision.



By Laura

Funding and organisation of services.



By Laura



Milbank residential care.

Milbank is a rest home for old age pensioners which is open every day of the week all day and it's a home where care staff look after the old age pensioners when they are no longer able to look after themselves in their own homes. Milbank allows the residents there to have outside visitors to see them or take them out it is a private resting home, the care workers who are all trained and qualified cook and help the residents with day to day things this is easier and more enjoyable for the residents at Milbank. Milbank offers all the residents their own rooms and three hot meals a day plus walks and trips out. a1

Premises.

Milbank is a ground floor premises with bedrooms for all residents plus bathrooms all bedrooms have beds, bed side cabinets, wardrobes and chairs in and are all a standard size all bathrooms have baths, showers, toilets and sinks in and there are also larger bathrooms plus the en suites around the resting home. Milbank also has a dining room where residents who are able to get up to the table eat have three meals the residents who are unable to come to the dining are taken their food to their rooms. There is a large living room that looks out over the medium sized front garden; the living room has a TV, radio and a bookshelf where books are available for the residents to read there are also plenty of chairs and tables set out in case any of the residents wanted to play a game, the living room is also large so that any residents in wheel chairs can go and join in and be with the other residents. Milbank has a back yard and front garden so the residents can go out and have a walk and get a bit of fresh air if they like all exits have ramps so the residents who are in wheel chairs or residents unsteady on their feet can get out to have some fresh air or a sit outside. a1

Facilities.

Milbank has roughly about 20-30 residents at any time staying there, all the rooms, beds and wardrobes ECT are included but most of the residents choose to bring their own things like may be a radio, cloths, walking sticks, wheel chairs or books with them when they come to stay at Milbank. a1

Staff.

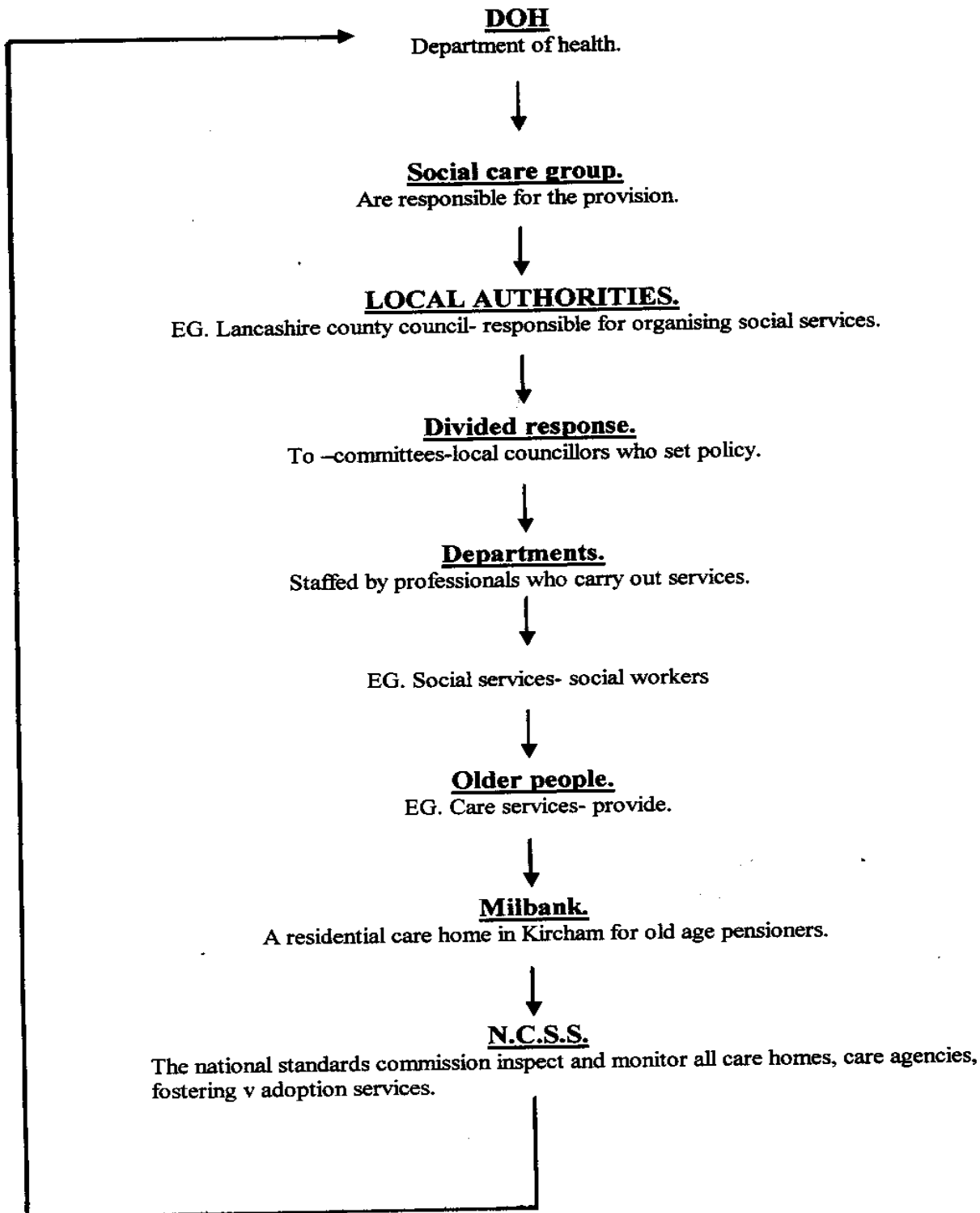
All the staff at Milbank are trained in looking after the old age pensioners, there are always at least 5 but always more members of staff on at any one time even at night plus staff to do the cooking for the residents. The care staff's jobs include taking people to the toilet if they struggle doing it themselves, helping residents to dress themselves, taking the residents out for a little walk or simply just talking to them and seeing if they're okay or need anything. Staff may also insist in activities or helping residents take a bath/shower. The staff at Milbank also makes cups of tea a1

thought the day and help in assisting to make meals. Staff at Milbank do different shifts some do nights and some do days but there is always members of staff there during the night in case a resident is ill or needs help to go to the toilet.

a1

Milbank is statutory provisions, which are funded income, community charges and council taxes. Social services allows each resting home £285.00.

Diagram to show how health fits into the national health and social care.



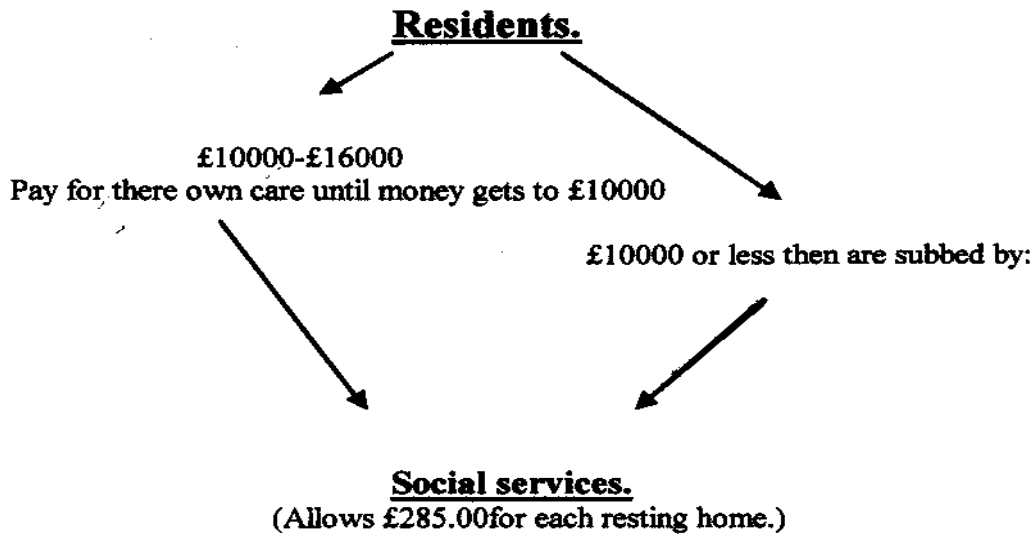
a1

Funding.

Milbank is a residential home run by Lancashire county council. Milbank is a statutory provision. If a resident owns more than £16000 in their savings they will pay for their own residential care at Milbank, the price at Milbank per resident per week is about £340.00. When the residents money gets down to £10000 then social services pay some the amount depends on the sliding scale, meaning the amount the resident still has left in their savings depends on the amount social services will sub for them. If a resident has less than £16000 when they go into residential care then they will most likely be subbed by social services helping them pay for their care, the residents pension also goes towards their care but they are given a little bit of money like £15.00 per week for things like sweets or maybe a news paper or something, the rest goes towards paying for their care.

a1/2

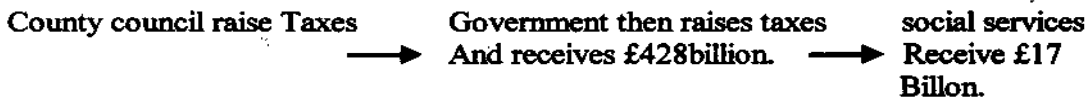
The funding process works some thing like this:



To get this money for the residential homes taxes are raised by Lancashire county council the government raises its taxes who raise £428 billion this is then sheared out and care, council services receive £17 billion, some of this will go to founding people care costs.

a1/2

The funding works like this:



Sheared between local authorities, and some will go towards helping found residential care.

a1/2

Tiggy Winkles private daytime nursery.

Tiggy Winkles are a private daytime nursery, which looks after children between the hours of 8-6 whilst parents go to work. They can leave their child between the ages of 2-4. This service provides 3 meals a day and healthy snacks in between meals per day also indoor and outdoor activities. Trained and qualified nursery nurses trained to look after young children run this facility. a

Premises.

The opening times of this nursery are 8-6 but some parents only work half days so the nursery also offers hours to suit like mornings from 8-1 or afternoons from 1-6 but the nursery is always open between 8-6.

Tiggy Winkles is a ground floor premises with a large dining room that has child size chairs and tables in for the children. Also the dining room has a computer with child games and child activities on. There is a large kitchen at the back which is off premises to the children unless they are backing when are supervised (by 2 or more staff,) the kitchen has cooker, toaster, kettle, fridge/freezer ECT for making children healthy meals and snacks in. There is a massive play/activity room where mental and physical activities take place and the playing with toys and work benches/cookers jigsaws, dolls/Barbie's and Action men and cars are. Also the toys are kept and played with, there is also a large shop play mats and telly in the play/activity room. The nursery has a bathroom with little toilets for the little ones also slightly large toilets for bigger ones the sinks and paper towel and soap dispensers are also set like these. And there is a baby changer on the far wall in the bathroom. In Tiggy Winkles nursery there is a library with easy read books and picture, group, nursery rhyme books in plus little activity boards attached to each wall for the children to play on. Next to the library is a cloak room for the children's outer garments. Outside there is a tarmac and grass area where bikes, Wendy houses, slides, climbing frames, balls that are all provided by the nursery are kept and played with and physical outdoor activities take place. (There are also large gates at the front of the nursery and a fence round the grassed area, to stop children getting away). a

Facilities.

In the nursery all toys are in cobards but are got out at play, not only does the nursery have toys like cars, Barbie's, dolls, jigsaws, thread and beads, building blocks ECT it has dressing up cloths, coboard games, hair dresses and DIY tool sets and educational kids games on the computer. a

The number of children in the nursery varies each day as some children only come for a certain amount of mornings a week on average they have about 15-18 children in the nursery per day. All children are welcomed into the nursery such as children in nappies or special needs, children that cant feed them selves or children who are potty training at the time when your wanting to enrol your child at Tiggy Winkles. |

Staff.

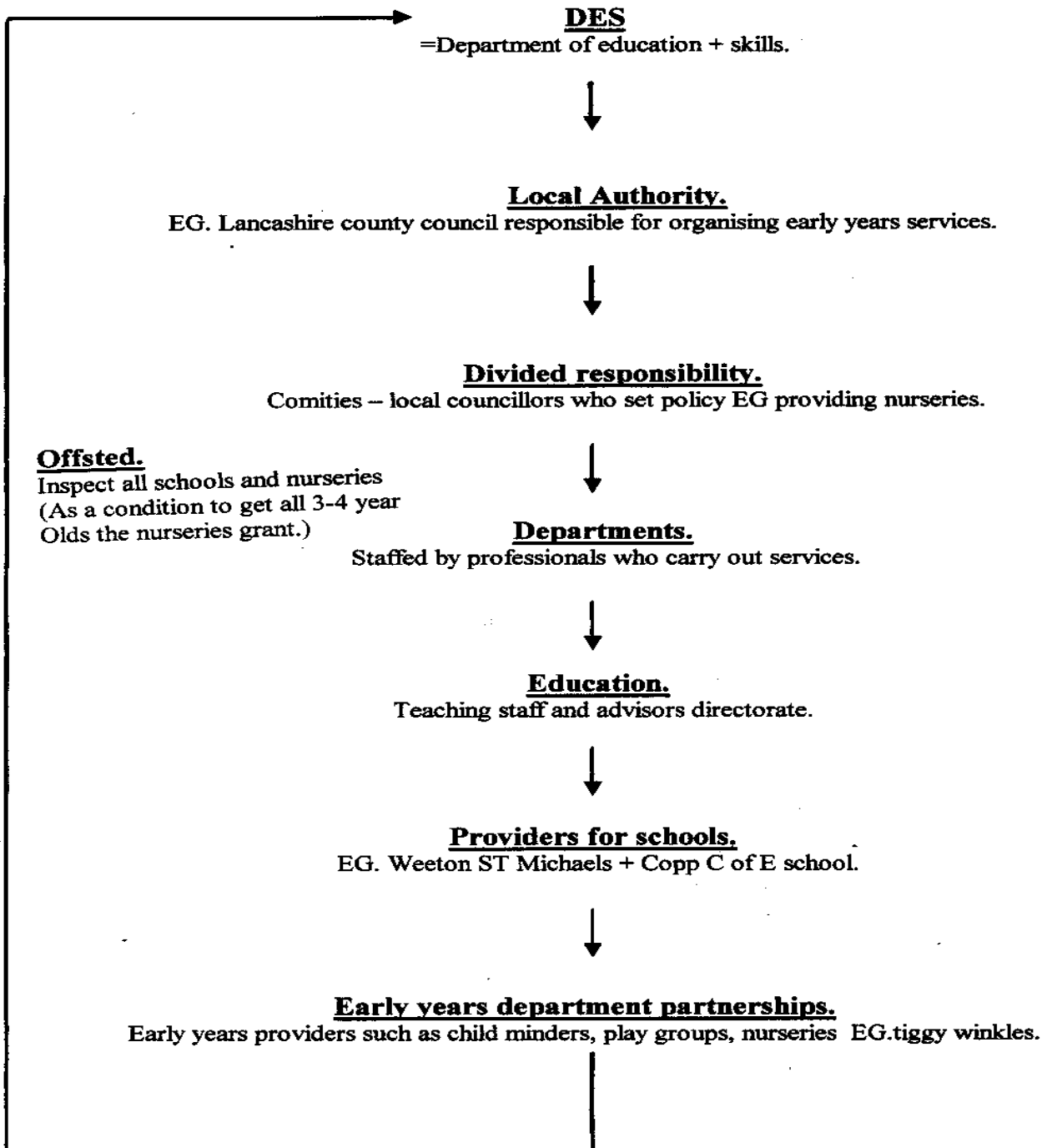
The staffs at Tiggy Winkles are all trained and qualified nursery nurses there are always 3 members of staff on but if there is more than 15 children in at one day then a another member of staff will be brought in. The number of children in each day will be know before that particular day as the parents write it in the book or ring up and organise it with a member of staff.

State statutory.

Tiggy Winkles is a private nursery which means all fees are pay for by the parents for each child.

Tiggy Winkle fees are as following: Morning session 8 am-1pm=£10.00 per child
Afternoon session 1 pm- 6pm= £9.00 per child
All day session 8am-6pm=£19.00 per child

Diagram to show how Tiggy Winkles fits into the national Framework for early years.



Funding.

Tiggy Winkles are a private nursery so all fees are paid for by parents for each child of theirs from when they start at 2. When the child turns 3 they are given what is called a nursery education grant they get the nursery education grant then until they leave to go to school.

The nursery education grant is two and a half hours per day every day of the week paid for them. This is paid up to 33 weeks of the year for them. This means that you could send your child over the age of three every day to the nursery for two and a half hours a day for free, **BUT** if you then wanted to send your child for longer like all morning or all after noon as well you would have to pay. You would still get the two and a half hours free but for the other hours that your child spends in the nursery you would have to pay for. Also if you wanted to send another child there how is younger than 3 years of age you would have to pay the full amount for them, and if you sent your 3-4 year old to the nursery in the holidays then you would have to pay for the full amount. As the nursery education grant only last for 33 weeks out of the 52 of the year. So like in term time in schools, in the nursery you get the nursery education grant but in the holidays in the schools, in the nursery you don't get the nursery education grant you must pay for your child time spent at the nursery.

a1/2

The money for the nursery education grant.

The money for the nursery education grant comes from raising taxes. It works like this:

Lancashire county council raises taxes in Lancashire income (£19 billion)



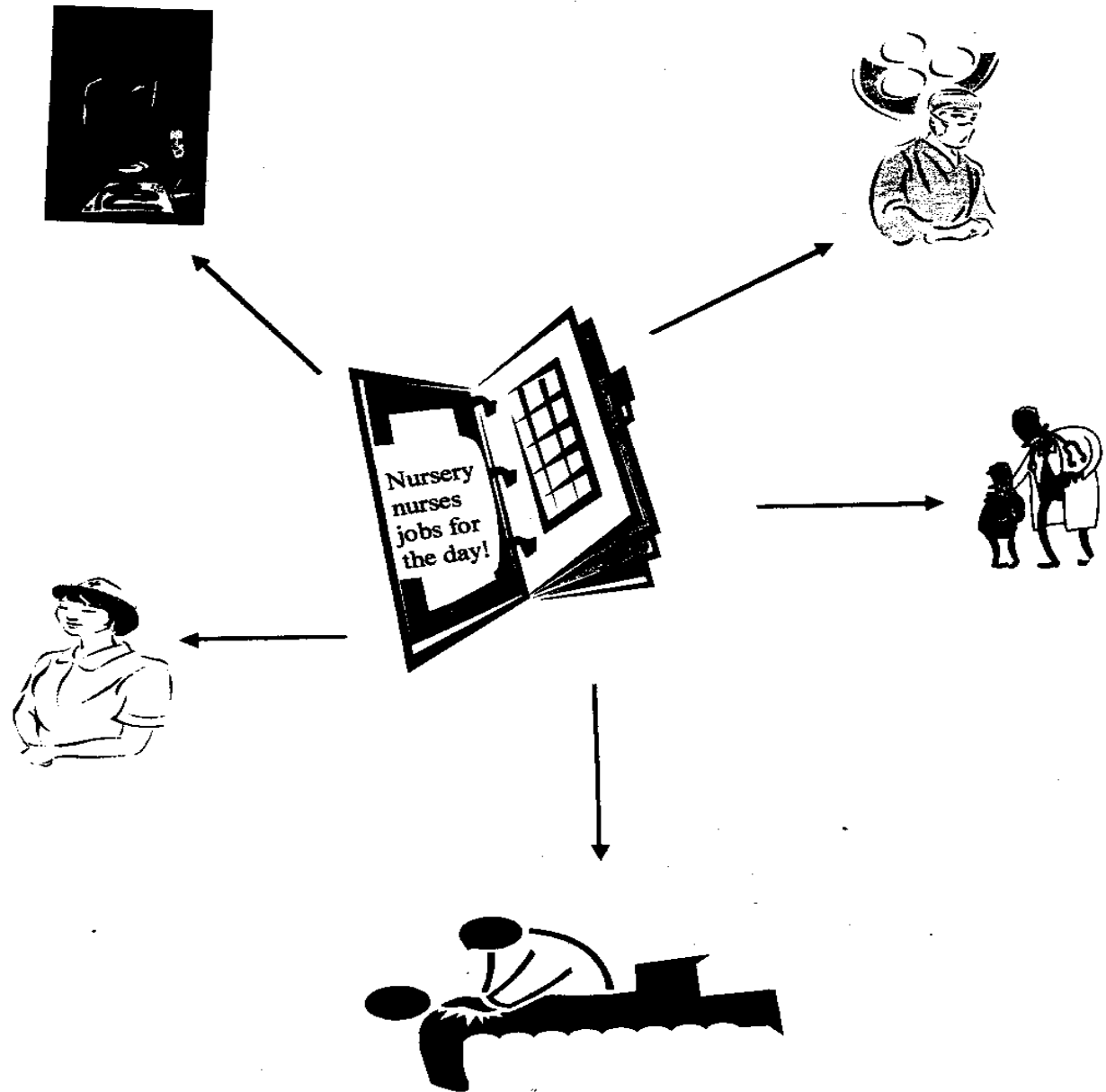
Then the central government raises taxes in London income (£428 billion)



Then this money is shared out on different things but £59 billion is given to education and this is split between all the school, collages, nurseries.

a1/2

Roles of workers.



By Laura

A nursery nurse.

The role of a nursery nurse is to supervise children between the ages of 2-4 from hours between 8-6 whilst their parents go to work. Some of the jobs that a nursery nurse will do in a day include supervising the children reading, playing, and helping with toilet time and lunch, tea and at snack times. Also greeting parents and children and parents at dropping and collecting time. b1

The daily routine of a nursery nurse.

8:00- Arrive at nursery and set out tables.

8:30- Greet parents hang coats, jumpers, hats, ECT up.

9:00- Gather all the children up and take a registrar and explain to the children what they will be doing that day activities and so on.

9:15- Let children choose what they want to play with on the tables and go round supervising and playing with the children. b1

9:45- Help the children to pack away.

10:00- Take all the children to the toilet and line them all up and get each one toileted and hand washed.

10:20- Get all the children sat on the mats and do nursery rhymes with them.

10:30- Line all the children up and then take them through to have toast and milk, helping those who can't quite feed them selfs propely yet.

11:00- Sit all the children down watching TV whilst they mop the floor and wipe over all the tables.

11:30- Set some toys out on the carpet for the children to play with.

11:35- Set an activity up on the tables then take 4-5 children around the same age and ability suited to the activity of the carpet and then do this activity with them.

12:00- Get all the children lined up again for toilet time and help them get toileted and hand washed.

12:20- Sit all the children on the mats and give them all a picture book or easy read book to look at depending on age and ability to read.

12:30- Change nappies (the ones that are still wearing them).

12:45- Read a group story.

1:00- Line all the children up for there dinner and take them through to the dinner room and get them seated, then help all that are un able to feed themselves. Also have there own dinner whilst supervising the children eating theirs.

1:45- Gather all children on to the carpet and put a video on whilst you tidy, mop and clean tables and dishes.

2:15- Get all children to put coats or jumpers on whilst helping younger ones and then take them out side and supervise and playing with the children.

2:45- Bring all the children in and toilet and hand wash them then seat them all on the carpet when they have finished.

3:15- Hand out fruit and drinks to each of them.

3:30- Get some toys out on the carpet and do reading and drawing pictures with the older children of the group, whist supervising the younger children on the carpet.

4:10- Change nappies on the children who still wear them, and toilet and hand wash all the other children who don't wear nappies.

4:30- Get all children seated for tea helping the younger ones and supervising the older ones.

5:15- Put a video on for the children whilst tidying pots, tables and mopping the floor then stack all the chairs and tables away.

5:45- Help children put their coats and hats ECT as they leave with their parents, marking them out as they go.

6:00- Wait till all the children go and go home.

Qualifications.

To be a nursery nurse you need to have:

*GCSEs A-C grades-will get you on to college courses so you can do NNEB, Cèche awards-level 2 the worker and a level 3 the supervisor.

*GNVQS OR SGAS/GSVQS- in childcare and early years care level 2 worker, level 3 the supervisor. Or an NVQ working in the job place or a modern apprenticeship.

*A LEAVLES, HIGHERS-HELP

*Record of achievement or progress file (not necessary but do help).

Qualities for a nursery nurse.

- Patient- because the children some times need telling 3 or 4 times before they are able to understand what to do.
- Sympathetic- if a child falls over they want sympathy because to them it really hurts and they need the nursery nurse to assure them they will be okay.

- **Caring-** The nursery nurse needs to be caring because children sense if you don't care and if you don't care then the child will not be comfortable talking to you or feeling safe with you.
- **Reliable-** The nursery nurse has to be reliable because if your late or don't turn up to work then there is no one to look after the children and they can't just be left until you arrive because there only little children.
- **Good health-** The nursery nurse must have good health because your on your feet all day your lifting the little ones up and getting down to there level and sitting/playing with them on the floor.
- **Friendly-** The nursery nurse must be friendly so you create a nice atmosphere for to enable the children to feel safe with you.
- **Attention to hygiene-** The nursery nurse must pay attention to where children are putting there hands before eating and there always putting them in there mouths so you must make sure you make them keep there hands clean.
- **Understanding of others-** the nursery nurse must understand the way children are feeling because when there away from their parents they feel very frightened and scared.

1
b2
1

Skills.

The skills need for a nursery nurse is:

- **Verbal skills-** you need good verbal skills because when the nursery nurse is talking to a young child they find it difficult so you need to be able to talk in

b2

there language and very clearly so that they can understand you even if they can not get speak properly them self's.

- **Observation skills-** The nursery nurse must be able to spot if the child begins to go pale or quiet or maybe begins to act in a peculiar way as this may mean that the child may be coming down with something and can happen quite quickly if you don't spot it fairly soon at the beginning.
- **Listening skills-** you must be a good listener because a child may be trying to tell the nursery nurse some thing like they feel unwell or they are un-happy and if they come to the nursery nurse. Then you must listen to them not just tell them to go away because they need you to reassure them you care by listening to them.
- **Supervision-** The nursery nurse must be able to have good supervision skills because if you don't with the amount of smaller ones in the nursery a child could easily get hurt if the nursery nurse was not supervising.
- **Numeracy skills-** The nursery nurse needs to have good number skills because the nursery nurse needs to be able to teach the child numbers as they are such an important part of early learning and every day life.
- **Can work on there own and as a team-** The nursery nurse needs to be able to work as a team in activities with other staff and children, but also at the same time needs to be able to do one to one reading writing skills with children with out the help of the other staff nursery nurses.

1
b2
1

- **Attention to health and safety-** The nursery nurse needs to make sure that she is aware of all the health and safety regulations because if the nursery is full and has a lot of children especially younger children in, the nursery may become unsafe for the children then an accident may occur and then a child may get hurt.

2

A care worker.

The job role of a care worker is to help and care for elder people. They work in a residential home doing everyday things that the people living in the residential home that the elderly find difficult and cant do. They also help them move around, bath them, iron for them and do the shopping for them. The care worker also helps with dressing them and putting them to bed. b1

The daily routine for a care worker.

7:30- do a report on what the clients were like the night before.

8:00- start getting the clients up and dressed ready for the day ahead.

8:30- take some of the clients through for there breakfast.

8:30- take breakfast to those how aren't unable to get to the dinning room.

9:15- take the clients through to the main room and put the telly vision on for them whilst you tidy away the dinning room.

9:45- chat to the clients check if they're okay or if they want anything. b1

10:00- go on a morning break whilst the clients are talking in the main room to each other.

10:30- take a cup of tea to the clients.

10:45- bed baths all the poorly people.

11:15- take all the other clients to have their daily bath/showers.

11:45- take all the clients for a toilet and washing hand session.

12:10- take the clients to the dinner room and give them their dinners.
12:30- take dinner round to the clients unable to come to the dining room.
1:10- take the clients either to their rooms or to the main room.
1:15- tidy the dinner room.
1:30- go for a dinner break.
2:15- put how ever wants to go for a sleep down in their beds.
2:30- stock up trolleys for the next shift/day.
3:00- get the clients cloths laid out for the next day.
3:20- give every client a cup of tea if they would like one.
3:45- go for a quick break.
4:00- prepares tea.
4:20- take all the clients to the toilet and to get their hands washed.
4:40- give the clients their tea.
4:50- take teas round to the clients in their rooms.
5:00- wait for another person to take over then go home for the day.

Qualifications.

To be a care assistant you wouldn't have to actually have any qualifications but you would have to have life skills other qualifications such as:

*GCSEs A-C

*GNVQS

*SGAS/GSVQS

*Record of a achievement or progress

Are not necessary but look good and will get you a better position in the job most likely.

They are encouraged though to get NVQ in care then they will get a better position in the job with this rather than no qualifications.

b2

Qualities needed to be a care assistant.

To be a care assistant you need to be:

*Patient because the client at this age will most likely be slow at walking or going to the toilet so the care assistant needs to be willing to accept this and not rush them or get frustrated and lose their temper with the client.

*The care assistant needs to be tactful because you have to let the clients try to do it themselves and helping them when they look as if they're struggling instead of just always trying to do it for them all the time, as they may think you think they're hopeless or like a child that can't do it for themselves and cause a fuss.

*The care assistant will need to be respectful because the clients are older than them so should be treated with respect and given dignity and not treated like a little child that needs to be there because you have to respect all of their wishes of what they want.

*The care assistant will have to be caring because the client will need a lot of attention and looking after, so the care assistant will really need to care for the client to be able to do their job properly.

*The care assistant will have to be reliable because the clients have to have a daily routine every day and if you don't bother being reliable or turning up on time then the clients' daily routine will not run smoothly or to plan.

*The care assistant needs to be physical and have good health because the care assistant will be on their feet all day and they may also be doing jobs like lifting and helping the clients out of the bath or to walk or stand up.

b2

*A care assistants will have to be friendly because the clients see them every day and for some of them you may be the only person except the other clients that they can talk too, so you will have to be friendly and chatty to them so they feel they can talk to some one about things that maybe bother them.

*A care assistant will have to respect confidentiality of a client because if they tell the care assistant some thing then they wont expect you to go round telling all the other clients or care assistant.

*The care assistant will have to pay attention to hygiene because if the care assistant doesn't because there isn't just one or two clients in the home, then germs, bacteria and illnesses could arise and make the clients ill un comfortable about being at the nursing home.

*The care assistant needs to be understanding of the clients because if a client tells you they are upset or some thing then you need to try to understand how they are feeling and try to make them feel secure or better about the problem.

Skills needed to be a care assistant.

The skills needed to be a care assistant are:

*Professional approach- because the clients are elderly people not children when doing jobs like helping them to go for a bath or to the toilet you need to do it properly like in privacy so they have there dignity.

*Observation skills-you would need to have good observation skills like spotting to see if there is any change in the way the client is acting or weather there is any change in the clients eating or sleeping patterns, so

the care assistant is able to spot if the client is ill or not 100% in them selves at the particular time.

*Listening skills- because the client may want to talk to you about personal things or just wants to get things of there chests so you have to be a good listen and not just sit there not there pretending to listener as they may most likely will want feed back or reassuring about what they have just told you. Also you are most likely the only person except the other clients there to talk to, so the care assistant will have to be a good listener because your there for them to talk too.

*Supervision skills- the care worker will have to supervise the clients, as they may be un-stable on there feet and may fall and hurt them selves if they are not watched.

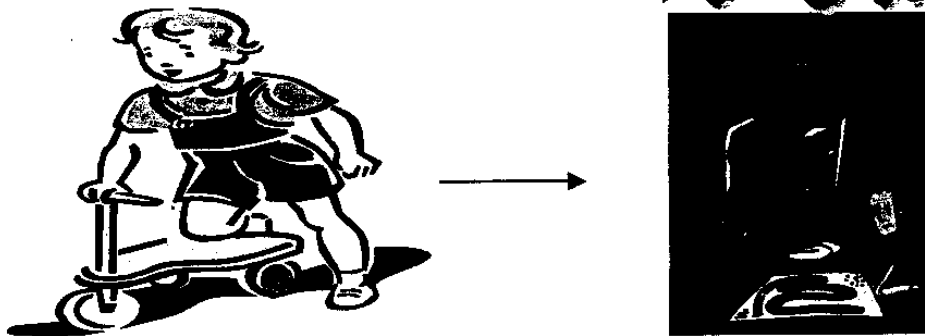
*Can work as part of a team or individually- because there will be times during the day when the care assistant has to work as part of team or on there own, the care assistant needs to be able to cope in both situations and still be able to ensure safety of the clients in all cases.

*Able to drive a car- because the clients may need you to go out and do some shopping for them and the shops may not be local or some clients that the care assistant visits and looks after may not live in the nursing home but in there own and they may not be in walking distance.

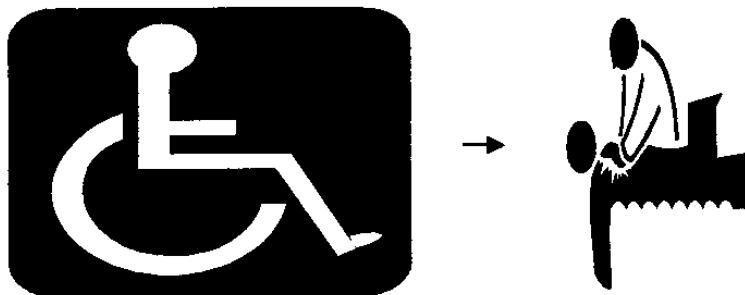
*Attention to health and safety-because with the clients being elderly they may not be aware of things in the way or lying around so the care assistant has to make sure they move them or make sure the clients are aware of them to prevent any accidents.

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The care value base.



For a nursery and a residential home.



For both care settings there are 7 care value factors that should be taken in to consideration for each client using the service.

By Laura

The care value base.

The care value base is a set of standards covering 7 health and social care and early year's sectors. They are found In the NVQS, which is a care unit.

Key ideas.

- *Promoting anti discrimination practice.
- *Maintaining confidence of information.
- *Promoting and supporting individuals rights to dignity, independence, health and safety.
- *Acknowledging individuals personal beliefs and identity.
- *Promoting individuals from abuse.
- *Promoting effective communication and relationships.
- *Providing individual care.

What they mean?

Anti discrimination practice.

Discrimination is often used on appearance or some beliefs or maybe there sexuality but the 5 main reasons for anti discrimination are used against race, colour, appearance, gender and disabilities. Discrimination can be used directly or in indirectly by different ways such as direct, or physical but most likely and in most cases people are likely to be out cased (ignored) or lowed comments are made loud enough for the person to hear as they pass by.

To promote anti discrimination workers need to under stand, accept and be aware of individuals needs beliefs and cloture.

Maintaining confidence of information.

Maintaining confidentiality of information is a data protection act, which says that information about clients must be kept confidential, and used only for the client it is about in the particular facility where they are and where all this information is kept. Information is strictly only to be given out to other people with the client's permission. The information will be about the client and will consist of information such as name, address, date of birth and any allergies ECT. Confidentiality is what is written about clients of said or heard this also means and covers what is seen in the care home or nursery but this is very strictly followed in the setting of a residential rest home as the care works have very close relation ships with the clients as they are

in 24 hour care, this information must not be talked about with any one in or out of the care profession. In some cases this information may need to be passed on to protect the client but this will only be done with their awareness this will also be done by the set procedures.

Promoting and supporting individuals rights to identify, independence health and safety.

Dignity under the care value base act would cover things such as helping the clients to dress themselves properly, taking the clients to the toilet every so often so they don't wet themselves, making sure they look nice so they don't embarrass themselves in front of other clients or the care workers. Promoting and supporting individual's rights means looking after the people in their care so they are left with dignity and self-confidence and respect. This also covers independence, independence is very important as you don't want the clients to feel that know there in care or going to a nursery that they are to have every thing done for them, this doesn't mean that you should just leave them if they want to try to do something else it just means that let them come to you for help so you are not to offend them but make it clear that they don't need to struggle but help is there if they need or want it. Health and safety is also very important there are 5 key areas these are:

- *First aid.
- *Hygiene.
- *Moving and handling.
- *Personal hygiene/waste disposal/gloves and cross infection.
- *Fire procedures.

Acknowledging individuals' personal beliefs and identity.

All beliefs are very important to everyone and should be respected by every one. Beliefs may not always be religious and they may seem so stupid to other people like us or they must be suspicious but to them they are important and should be respected by everyone.

Promoting individuals form abuse.

Abuse may be given in different ways not only physical as well as verbal; physical may be given in ways such as hitting and kicking. The verbal abuse is things like name-calling. Other forms of abuse may cover emotional abuse such as guilt been laid on, fear or put downs, sexual abuse or neglect.

All care workers should be aware of abuse, as it may not be very clear that they are being given abuse. If they are told that they are being given abuse they should always follow the policies with regards to abuse and especially when children are involved. These policies mean telling other care workers and reported to social services the police and professional bodies.

Promoting effective communication and relationships.

A good relationship is crucial between clients and care workers to enable them to get the best result from the service, in some cases relationships should be professional like between a GP and their client is more formal as this is about there

health But this information is still to be kept confidential as does the care work but the care worker will also have to keep personal information confidential as they will have a more formal relationship as the care worker and client will have a very formal relationship but this will turn into a friendship most likely as they are there main sort of company in the rest home and there in 24 hour care.

The communication between care workers and their clients is extremely important because it is through the communication between the care worker and the clients that the clients learn things like how communication can be used in different ways such as sign language or by the language boards. Communication between the care worker and the client is very important as the clients and care workers need to be able to communicate as they are in close contact and their relationship with the care workers is vital to them if they were ill or upset they would need to be able to communicate with the care worker to let them know the problem, also the care workers are their main friends as they don't get many visitors and to form a relationship with them they need to be able to communicate with one another

Providing individual care.

The best care will be to meet a service user's specific needs. The care for the clients shouldn't be negotiated by their carers, if appropriate. Health and social, early years.

These care base unit factors have to be applied not only to jobs like GP or teachers but to nursery nurses as well.

How nursery nurses applies the care value base.

The nursery nurses applies all the 7 care value base points in there day to day job role but the 4 most applied care value base points are:

- *Promoting anti discrimination practice.
- *Maintaining confidence of information.
- *Promoting and supporting individuals rights to dignity, independence, health and safety.
- *Promoting effective communication and relationships.

How they apply these 4 key care value bases factors to their day to day job role.

Promoting anti discriminatory practice.

In a nursery setting the nursery nurses will have lots of different cases of this going on at all times as they will have a lot of different colored children coming to the nursery and they will also have children how look different to others or have different beliefs. To make sure that all the children in the nursery are included and are tough about different religions and peoples different colors, abilities or nationalities are understood they will put on different culture days like Chinese or Indian days. This is also done for different religions they may have a Muslim day to teach the children about the different religions. Some of the children at the nursery may have disabilities like deaf or ^{dumb} or blind. The nursery will also teach the children how to do sign language or use language boards to enable them to talk to the child with the disability. This is also promoting effective communication and relation ships as it helps the children to form good relation ships with all the children in the nursery, Even those how you have to communicate with in different ways such as sign language or language boards. This is also acknowledging individuals personal beliefs and identifies, as they are not been left out just because they are different or not able to talk or communicate in the same way as others. This is also includes the different colored children in the nursery and the children with different beliefs as they are being respected of there beliefs and there individual rights.

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Maintaining confidence of information.

This is very important in a nursery as the children and nursery nurses are in close company for almost 10 hours a day 5 days a week they know quite a lot about every child. Information that the nursery nurses will know about the children in the nursery are things like name, address, contact number, medication needed and any problems which may occur when in their care such as wetting their pants, ECT. If a child gets nits or wets their pants then the nursery nurse should sort them out and keep this information to their selves. This information is kept on records either on computers with a password protecting it or in a filing cabinet that is locked and the only people that can access these are the staff that work in the nursery. If this information is not kept confidential the other children may hear about it and be mean to the child. This also links in with promoting individuals from abuse as they may get picked on which is verbal abuse which is a form of abuse and bullying there for the child may not have any friends in the nursery and they may be disclude and not spoken to which will effect their communication and relationships with other children and people, this is also one of the very important 7 care value base points and if confidentiality of information is broken then this point could lead to be broken as well.

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Promoting and supporting individual's rights to dignity, independence, health and safety.

This is a very useful point used in the nursery as the children in the nursery are at a very vital stage of their lives as this is the age that children really start to learn and become independent for the first time in their lives so far. To enable the children to do this the nursery nurses need to give them the support they need for accomplishing this. They may let a child eat their dinner by themselves or go to the toilet by themselves but you should always check after that they have done this correctly for themselves so they don't look silly. For example they may not have completely got their clothing correct after going to the toilet so you may need to sort them out before they go back into the other children looking a mess of with their skirts tucked into their knickers. This maintains the child's dignity but lets them be independent at the same time. Health and safety is also very important in a nursery as there are always children in the nursery so it is vital that it is a safe environment for them to come and be in. This is linked up with providing individual care as making sure the nursery is safe like making sure that they wash their hands after playing out, before meals, snacks or going to the toilet.

C17

The child's health is being looked after as the nursery will have registers to check if all the children are all there and none of the children have gone missing. The nursery will also have practice fire drills so that if there were to be a real fire then the children would know what to do and be safe. This is giving putting their safety first and giving them all individual care. Also making sure they maintain their dignity is maintained and supporting them is also providing individual care if you did not support a child or help them in maintaining their dignity then the child may get given abuse as they may get laughed at if they lost their dignity so this also links up with the point on promoting individuals from abuse.

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Promoting effective communication and relationships.

Having an effective communication and relationship with all the children in the nursery is extremely important as they need to be able to learn to communicate to have a good relationship with other children. The nursery nurses will use the 4 s's in the nursery to ensure that they can get through to the children when they are trying to communicate. The 4 s's stand for SLOW the nursery nurse will talk to the children so that they can catch what they are saying. The next s stands for SHOW the nursery nurse when trying to get something through to the children may have to show what they are talking about for example if they were talking about a book they may go and get it and show it to the children. The 3rd s stands for STRESS the child may not fully understand the first time they are shown or told something so you may have to really make your actions really over acted and repeat what you have said more than once. The last of the s's stands for SAY LESS a child may not be that advanced in language to understand what a book is when you tell them but you may be able to mime it or show them to get them to understand. This will help with gaining a good communication with all the children in the nursery, which will help the nursery nurses to gain a good relationship with them. If a child does not have a good relationship with other children through communication then they may get left out and excluded this is a form of abuse although it may not be meant in that way, this is why the anti discrimination practice point is important as a child should not be left out just because they are different. This is also connected with providing individual care and acknowledging individuals personal beliefs and identity so that they can stop this from happening by caring for their individual needs to enable them to be able to communicate better and form better relationships with other children and staff to enable them to feel comfortable and happy about coming to the nursery.

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How the care worker applies all 7 of the care value bases to there day to day job but the 4 most important care value base points are:

- *Maintaining confidence of information.
- *Promoting and supporting individual's rights to dignity, independence personal beliefs and identity.
- *Promoting effective communication and relationships.
- *Providing individual care.

Maintaining confidence of information.

The care workers need to marinating confidence of information because the care worker will see a lot of personal things and hear a lot of personal information about the clients in the residential home as they see a lot of each other as they are in 24 hour care. There records will be kept in a either a filing cabinet or on computer under password protection, all the clients information that the care nurses need to know will be on there and is to be kept with in the knowledge if the staff an particular client. It is very unprofessional to tell people what they may have seen or heard about an individual client as this is confidential information. If a care worker told people what they had heard or seen about a particular client then this client may get abuse given to them by other clients or care workers. Through this they will loose their dignity. This point if broken will very likely break all the other 7 care value base points such as promoting anti discriminatory practice, promoting and supporting individuals to dignity independence personal beliefs and identity providing individual care as they couldn't really care for them if they were breaking there confidence. This would make the client very uncomfortable to know that this personal information was been passed around and this would also make it harder for the client to form good communication and relationships with the care workers, as they would feel, as they could not trust them.

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Promoting and supporting individual rights to dignity, independence personal beliefs, health and safety.

This is probably one of the most important point out of the 7 care value base that Is applied to the care workers day to day jobs because when a client is in a residential home they still need to be independent just because they have come to the residential home it doesn't meant to say that they are incapable of doing things, but care worker needs to give them the support to make them feel that they are still able to have there

independency in the residential home. The care worker should let them choose what they want for dinner and there other meals and they should help them if they want there food cutting up but don't just go and do it for them as you are taking away there independence, let them know that you are there if they need help but only give them the support that is required as they can do things for them selves. To make sure that the clients are safe you should always help them so they don't hurt them selves like when they go to the toilet ask them if they need help as they may not be able to walk there by them selves so they may need to help so that they are not in danger in falling and hurting them selves. The clients should also be able to go for little walks and be given healthy food to keep them healthy. Dignity is probably the most important issue for care workers to look out for the care worker may need to go round making sure that clients are dressed properly before they leave there rooms as they don't want to be going to see the other clients looking silly as this will take there dignity from them. If they loose their dignity and respect then this will show that the providing individual care point has not been followed this could then lead to the other clients laughing at the undignified client which also links with promoting individuals from abuse.

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Promoting effective communications and relationships.

Having a good relationship between the care worker and the clients is vital as is having good communication skills with them. This is very important, as the client will not have very many visitors so there main relationships are with the care workers. Have a good relationship between the care worker and the clients are produce by having good communication skills between them. To have good communication skills with the client the care worker should ask questions to find out what they like talking about for example what family they have, what there jobs are and how old they are. The care worker should also know what the clients little hobbies are like taking walks or reading the newspaper, so maybe they could do it with them. The care worker should also find out other things like what they would like to be called or there likes or dislikes. If the care worker and client did not have this good relationship or communication then this would be due to failure in promoting individual care this would lead to the clients feeling very unhappy in the residential home and would most likely lead to them disclude them selves from the other clients. If this happened it could also lead to anti discrimination and failure to acknowledgment to individuals identities as the clients would be being left out as they are different as they are on there own due to them discluding themselves. Also there identity would not be there real

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selves because they would have no one to communicate or build a relationship with or shear there real identity with.

Providing individual care.

Providing individual care to all the clients in the residential home could be done by giving them all there own care plan for there medication or activities they really like doing. Is very important as caring individually for all the clients helps the care workers form a close relationship and communication skills which will help the clients to feel at home in the residential home. This will enable them to get on with the other clients in the residential home and form good relationships and communication skills, this will them stop anti discrimination and abuse to the other clients. This will there for maintain dignity, independence, personal identity, confidence of information and will help build effective communication and relationships between everyone and confidence. If individual care is not given to the clients like neglecting their needs for example, there likes and dislikes then individual care will not have been given. This point of the care value base will have been broken then the other 7 factors will also be broken and it will lead to abuse, loss of dignity and loss of confidence, as all these 7 factorys are linked and if they are not followed will fail in the work place like care workers.

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This is the same for the job roll of a nursery nurse if one of the 7 care value base points is not followed it will lead to the others not being followed and failing.

Client needs.³

All clients need personal attention and medical records that should be checked regularly.



Everybody should receive vaccinations against all diseases.



Clients in care homes sometimes need seeing because of problems with their health. So they may need professional help and advice from doctors.



Children may need medicines whilst there at the nursery

By Laura

My two client groups

My first client group is children

My first client group is children aged between 2 – 4 years in a nursery setting. In this portfolio I will analyse and look at their PIES. I will also look how the nursery helps the children to fulfil their physical, intellectual, emotional and social factors. We will also look and see how this will help them in their early years of childhood and school life. Not only do the children benefit from this setting, but so do parents as it gives them time to go to work or have a social life.

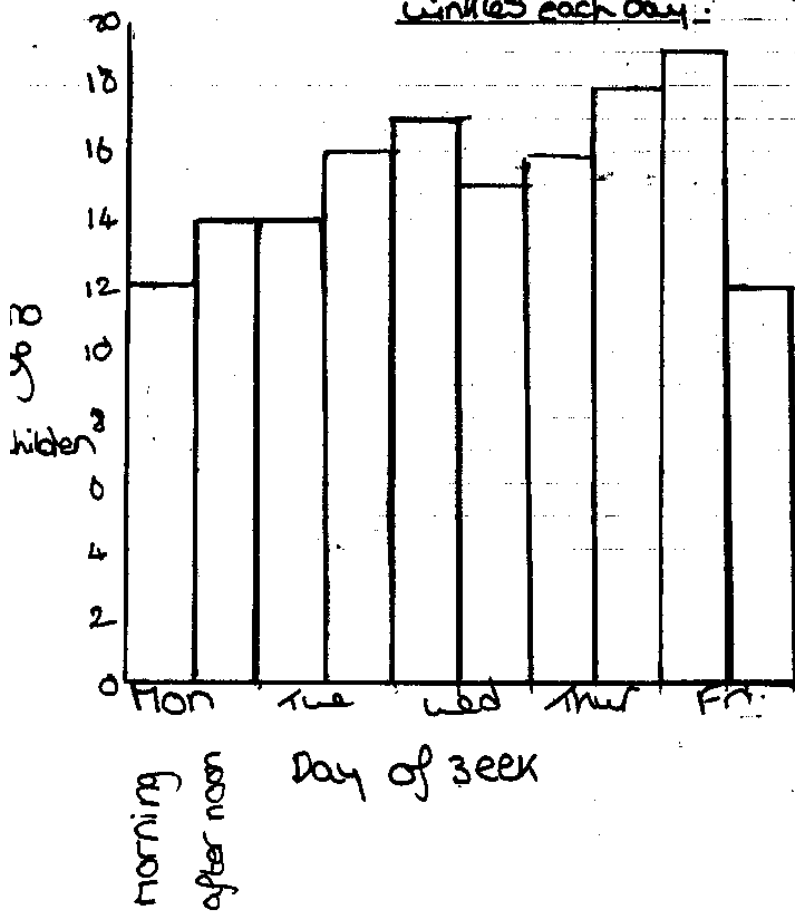
My second client group is Old Age Pensioners

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My second client group is based on clients aged 60 and above in residential homes. I have looked at the Milbanke Residential Home where clients can go to from age 60 onwards. Some clients are in wheelchairs, some have disabilities and some just need help as they are not able to take care of themselves in their own homes. We will look at their physical, intellectual, emotional and social needs and their PIES over all together. We do this to see how it helps them in their lives and how the clients and their families benefit from the help of the care workers, working in the residential home.

Questions about children in the nursery at Tiggy Winkles each day.

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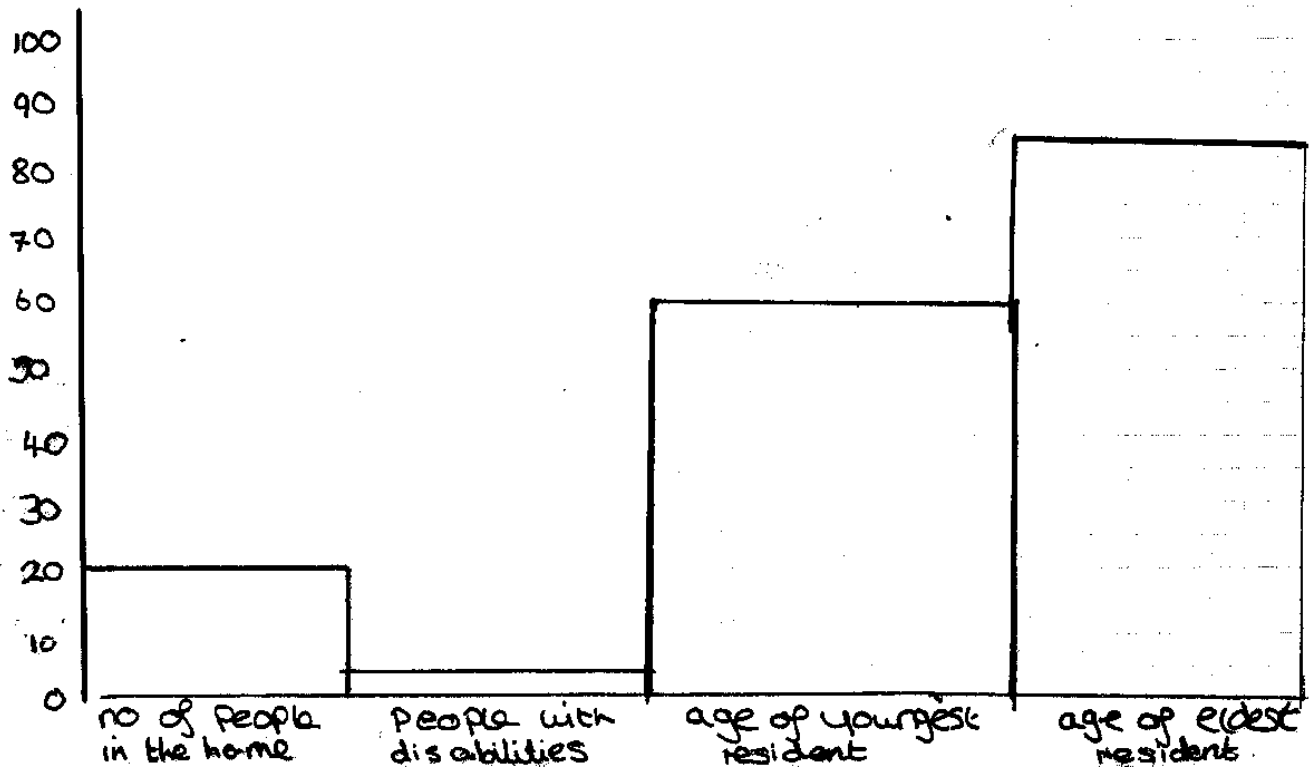
Q1) How many children does the nursery have in each day?

Q2) Is there afternoon sessions as well as morning and all day sessions?

Q3) Are there more children in the nursery in the morning than the afternoon or afternoon than morning?

This graph is linked with these questions from the questionnaire and some questions from that particular question. This graph has been drawn to show and answer this question and the figures are from the Tiggy Winkles Nursery collected in 2003.

Questions about clients in the milbank residential home.



Questionnaire for Tiggy Winkles the nursery.

1. What age does this nursery take children from and what age until?
2. Will the nursery take my child if they are still in nappies or needing to be spoon-fed?
3. Will the nursery take my child if they have special needs or are disabled in any way?
4. What are the opening and closing time of the nursery?
5. Does this nursery follow each of the 7 care value base points?
6. What facilities does this nursery have accept from toys?
7. Will my child be given small activates to do to help them to learn to read and write.
8. Will all my Childs PIES be taken into account?
9. How will the nursery make sure that my Childs physical health is properly cared for?
10. How will the nursery provide understanding and imaginative thinking for my Childs intellectual health as basic knowledge for them?
11. How and what would the staff at Tiggy Winkles do if they thought that my child was emotionally unhappy?
12. What would the staff do if my child didn't fit in with the other children socially?
13. Will my child receive 3 meals a day or will I have to send sandwiches?
14. When my child turns 3 will they receive the nursery education grant?
15. What are the fees for the nursery are they paid weekly, daily or monthly?
16. Can I lave my child there for just a morning or an afternoon instead of all day?
17. Will the nursery have organised day trips away from the nursery?
18. Does the nursery have a play area outside?
19. Do the nursery nurses take the children out side and do activates that may be a little messy, or painting? Will I need to send spare cloths to the nursery?
20. If my child is still in nappies does the nursery provide them or do I need to provide them for my child?
21. How many members of staff are there on each day?
22. How many children on average are there in the nursery on a daily basis?
23. Will the nursery nurses help potty train my child at nursery if I am doing so at home?
24. If my child has a sleep in the afternoon will the nursery nurses let them do this during nursery and is there an area for them to do so? Will I also have to provide a blanket if my child doesn't have a particular one at home, when going for a nap?

dl

Client group- toddlers needs.	Way met.
P = physical needs-	
Food, healthy balanced diet.	Also for health well balanced diet meals are provided, such as meat and potatoes instead of chips and sausage. Also meals with plenty of protein to help meet they're growing needs. The nursery also provides snacks throughout the day the snakes are varied throughout the week they have fruit on day and a biscuit the next they also have things like raw carrots if they would like to try them.
exercise,	Physical education in the nursery like at play times or activity time. The nursery has equipment that they children can play on and do there own physical exercise as they play.
sleep,	Nap places provided in the nursery like cots. The nursery always has 1 member of staff on for every 5 children. All the children are supervised by at least on member of staff where ever they go.
health, vaccinations, hygiene,	Vaccinations given in the nursery, like regular childhood immunizations in conjunction with the clinics, with the parents consent. All children should be encouraged to wash their hands before meals and after play times and toilet times. The nursery always tries very hard to stress good clean habits to the children like washing there hands after they have been to the toilet.
clothes, shelter, warmth,	The nursery is a purpose built building with central heating.
I =intellectual needs-	
Exercise mind.	The nursery provides lots of different games that are involved

d1/2

	with learning such as animal flash cards and color dominoes or number games.
Learning about general things.	The nursery should have group reading, writing, counting and alphabet learning sessions.
E = emotional needs	
- happy or sad	So that if a child were upset they could talk to the nursery nurses about problems. (This is an example of effective communication and relation skills and individual care).
Cared for they matter to others.	The nursery should ensure that all the children in the nursery are involved so that they should make sure that all the children in the nursery feel that they are care for by the nursery nurses and do not become sad. The main aim of the nursery is to make the children feel safe and secure away from home around new faces and surroundings.
S = social needs-	
They need to meet other children in the nursery and go to the nursery to make these friends that are there own age.	Children in the nursery are all the same age so it good for them to have friends there own age it shows that the children are beginning to have a bit of independence as they are able to make friends at the nursery away from there parents. The nursery also does activities and games and endures them to mix with everybody at the nursery.
This also helps the parents to become more socially involved people there own age.	This is also a good way for the mothers of the children to have a social life with out the children for a few hours. It also lets them become dependent and get into working again this helps the parents socially as it gives them a

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	break away from the children and a chance to mix with people there own age and a change of scenery.
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How Tiggywinkles meets the children's needs

Tiggywinkles provides a healthy cooked meal at breakfast, dinner and tea, these are meals such as pasta and tuna or sausage, potatoes and vegetables, instead of chips and junk foods. The nursery also gives the children fruit at snack times instead of biscuits. This helps to provide a well-balanced, healthy diet.

Tiggywinkles does indoor and outdoor activities such as PE, activities also include thinking, reading or writing activities to help the children in their intellectual thinking. They do games such as matching pictures with the words. Members of staff will also take children off and do individual reading and writing activities to help them to have basic knowledge in reading and writing skills.

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All the children in the nursery will be mixed and not always be with the same people when doing activities. This enables them to get to know everybody. Each member of staff will also spend a little bit of time with each child every day asking questions about how the child is feeling. This is to make sure that each child is emotionally happy in themselves. If a child is sad then the staff will do their best to make each child feel cared for. They will also do their best to make sure that all the children mix and get on well so that they have better social lives and skills which will also help towards the emotional and social factors in the nursery.

Is Tiggywinkles a good service – Yes or No?

I think Tiggywinkles is a good nursery because I believe that all the staff at Tiggywinkles do their best to make sure that all the PIES are used in each child's lifestyle in the nursery.

Tiggywinkles provides all the factors to ensure that each child has full potential in their physical needs. Tiggywinkles provides a good well balanced diet with healthy meals and snacks, they make sure the children are kept warm when playing outside, the nursery provides places for the younger children to go for a nap in the afternoons. The staff also make sure that all toilets, tables, cutlery, toys and floors are kept clean to ensure good hygiene so the children do not pick up any nasty infections. The nursery also provides vaccinations that can be got at the clinic for all children in the nursery with parent's permission.

d3

To provide the children with good potential to gain intellectual knowledge the staff do group time reading, individual reading and writing activities every day, and sometimes twice a day. The staff at Tiggywinkles also run listening and identifying activities and games for the older children in the nursery. The older children in the nursery also have writing books that are used every Monday and Thursday when they write and draw pictures about what they have been doing during the week.

To ensure that the children feel cared for and are happy at Tiggywinkles all the staff go around and talk to the children during the course of each day. They also talk individually with children. This gives the child more trust in the staff and makes them feel more reassured, safer and cared for. The staff also mix activity groups age wise and sex wise to give all the children in the nursery a chance to get to know one

another. This is how the staff cover the emotional and social needs for each child in the nursery.

Questionnaire on Milbank residential home.

1. What is the age that people have to be to stay in the residential home?
2. Will my grandma get her own room?
3. Will my grandma get 3 hot meals a day and snacks and cups of tea and coffee between these meals?
4. Will my grandma be allowed to take a bath and shower during the day when she likes?
5. What time is visiting and how many people are allowed to come and

Questionnaire on Milbank residential home.

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4. Will my grandma be allowed to take a bath and shower during the day when she likes?
5. What time is visiting and how many people are allowed to come and see her at any one time?
6. Is my grandma allowed people to visitor her if they are not family related?
7. Are we allowed to take my grandma out for family vacations or day trips?
8. Will my grandma be taken out for walks everyday?
9. What type of things will my grandma be doing during the day?
10. How much money will my grandma be given out of her pension every week?
11. Will my grandmas shopping be done if she needed any thing such as toiletries or a new item of clothing, by a care worker or will this have to be bought for her by a family member?
12. Does my grandma have to go to bed at a certain time or get up at a certain time?
13. Will there be activates such as dominoes and bingo run by a care worker during the day?
14. How many members of staff will there be on at a certain time and at nighttime?
15. How many other residents will there be in the residential home at any particular time?
16. Will mini breaks or day trips take place away from the residential home?
17. If my granny is in a wheel chair would the residential home accept her and will the residential home be suitable for her to get around in E.G. ramps, rooms big enough?
18. If my granny were mentally ill would the residential home still take her in?
19. If my grandma took medication every day would this be given to her when needed by a care worker everyday?
20. Would all of my grannies PIES be taken into account and cared for in the right way?
21. How would the staff in the residential home make sure that my grannies physical health is being looked after properly?

22. How would the staff in the residential home provide my granny with intellectual care?
23. How would the care assistants make sure that my grannies emotional state of health was okay and what would they do if she was emotionally unhappy?
24. Would my granny be able to mix with the other clients and staff in the residential home to ensure that she had a good and happy social life?
25. Would my grannies friends from outside the nursery be able to come and visit or phone her or her phone them when she would like to ensure that she has a social life outside the residential home?
26. Would my granny get help in funding from the government in this particular residential home?

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Client group – old age pensioners needs.	Way met
P= physical, walks,	<p>The care home will have a yard or a garden where the care workers can take the clients for walks or to get fresh air. Everyone needs physical exercise no matter what age they are so the care workers will ensure that they get some daily exercise but nothing too strenuous something like a walk or maybe just a little sit outside to take in some fresh air. The most important thing for every client at Milbanke in exercise is to keep mobile. If they are in a wheelchair then they also need to keep their arms moving by doing a series of exercises everyday to keep that part of their body mobile. This is very important especially in older people as their joints from ceasing up.</p>
well balanced diets,	<p>The care home also provides 3 hot well balanced diet meals a day, these meals not only have been cooked just before they are eaten so they are not standing around everywhere but a care assistant will make them so that they are nice meals. The clients should also add more protein to mend cells, they need lots of vitamins like vitamin C to keep themselves healthy and plenty of fibre in their diets to keep their guts healthy and from packing in. The clients will not be forced to eat anything they do not want and there will be a choice of 5 different meals they can choose from. If there are any vegetarians they will be catered for with a meal of their choice this</p>

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	also goes for any body with a healthy eating plan done by a doctor or there own GP.
warm,	The care home is central heated in every room in the care home in the winter and is kept cool in the summer. The clients at the residential home will have brought their own clothes with them, when they have first come into the residential home. If the clients need new clothes to keep them warm like a new coat or jumper then the family or care workers will get it for them or bring some in for them to choose from.
Health	They are monitored by staff to check if their health is okay. They will have records of their health to look out for symptoms of any illnesses occurring and the staff will know what pills or medicines to give the clients. They will also organise nurses to come in and give vaccinations such as flue jabs.
Intellectual- Keeping there mind from forgetting	The care workers will come and talk to the clients about things in general so that they don't forget things like where their families are and why they're in the residential home. They will also play games such as bingo or dominoes to keep their brains and thoughts going. Just because the clients are in the residential home you don't want them thinking that just because they cant take care of them selves in their homes that they cant think for them selves just because are in care.
Emotional- Knowing that they matter to others.	The care assistants will have a chat with the clients in the residential home everyday about how they are

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	<p>feeling they are feeling about things. The care worker has a good relationship with all the clients in the residential home so that they feel cared and looked after and that they have a good enough relationship to talk to them about anything that may bother them.</p>
<p>Knowing that they have friends that care about them out side the residential home.</p>	<p>The care workers also have sessions during the day were they can have friends to come in a visit them, friends or family members or the clients at milbanke can also ring to talk to the clients anytime during the day and so can the clients. This makes the clients at milbanke feel that they still are cared for out side the residential home.</p>
<p>Social- Having friends out side and inside the residential home.</p>	<p>Milbanke has session times when the clients can go and make friends by going round and getting to know each other, but some people may be shy so the care workers do activities like bingo or card games so that they clients are being helped in making friends. Friends out side the nursery are also allowed to organise trips out side the residential home so that the clients get a social life out side of milbanke. Milbank also organises trips outside of the home so that all of the clients get away from the home, and get to have a break and make new friends. This helps them to feel that they are not trapped with the same people everyday, and they get a bit of a social life inside and outside of milbanke.</p>

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How Milbanke meets the clients needs

Milbanke provides healthy cooked meals for all the three meals a day. Milbanke also provides rooms for each individual client coming into the Residential home, with en-suite facilities. This helps to keep the clients physical needs ensured. The staff at Milbanke also take clients out in the yard for walks and daily exercise to help them maintain their physical stimulation for each day.

Milbanke does games such as bingo and whist to help the clients to maintain their intellectual well-being. The staff at Milbanke will also go off and talk individually to the clients about the things going on around them. The staff will also have a basic knowledge about each client and their families and background and will talk to them and ask them questions so that they are thinking and using their memories. d1/z

The staff at Milbanke will also have a background knowledge on the clients moods so they will pick-up on any emotional stress or upset. They also do this by chatting and finding out through their involvement in activities throughout the course of the day. This helps to meet the emotional needs of each client.

Mixing will be helped by other clients and staff at Milbanke by games and conversations to help build friendships in the residential home to keep the clients socially happy. Milbanke also has times when the clients friends and families from outside the Residential home can come and see them. This helps them to have a good social life in and out of the care home.

Is Milbanke a good service – Yes or No?

I think that Milbanke provides a good service for clients in the Residential Home as I believe that it provides a good place to fill all the clients individual needs, whether it be through other clients or members of staff.

Milbanke is a good Residential Home as it provides good grounds for physical exercise and activities to take place, I also think that Milbanke has good care workers working there to provide help in fulfilling each clients physical needs. Milbanke is also very good as it provides each client with good healthy well-balanced meals and snacks to give all clients a good physical state of health. d3

Milbanke is especially good in maintaining and helping the clients to keep good intellectual memories of what they have done and will do in the past or future. This is also helped by the staff as they run daily activities and have conversations and little sessions with each client in keeping their memories going and the intellectual knowledge.

I think Milbanke and its staff provide good social and emotional needs for the clients as they provide sessions where friends and family can come in and see relatives or friends in the residential home. I also think that it is good in the way the staff pick up on unhappiness in clients and provide times for the clients to know each other, whether it be by activities or self introduction.

Analysing the Nursery

The nursery is good because they teach the children first skills in reading and writing. This is good for the children because it gives them a good understanding and basic knowledge and background to start them off when they leave Tigglywinkles to go to school. The way in which the staff at Tigglywinkles do this is every Monday and Thursday the older children aged between 3 – 4 years will sit down two at a time with a member of staff and talk, write and draw pictures explaining what they have done during the week. The children also every day do two or more activities with numbers and communication exercises whether it be talking or writing things down. They also do this by doing games like Chinese whispers, or reading individually or in a group at group time. d3

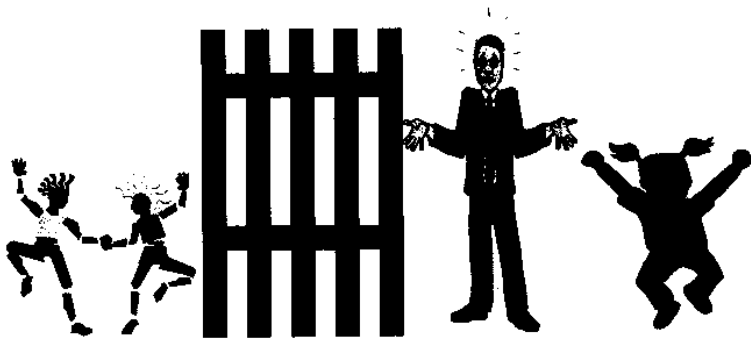
The nursery nurses also teach the children to have well-balanced diet by giving them healthy options for breakfast, lunch and tea, and fruit for their snacks instead of biscuits. This helps look after the children's physical needs because it gives them a healthy well-balanced diet which is a main part of the children's physical sector in the children's PIES. The nursery also does activities inside and out and PE to help towards the children's physical sector which in the long-term helps the children to grow up fit and healthy, this will help them throughout their early years of childhood and maybe in their long-term life.

Analysing Milbanke

Milbanke is a good residential home as the staff there help to maintain all the clients diets by giving them healthy meals and snacks. This will help them in the long-term as it may help them to live longer, because everyone needs to be healthy. The staff also take the clients on walks. This will help to get their legs going again if they are bad on their legs, they also help the clients with arthritis. The residential home provides warmth, beds and friendly people, this may help clients in getting a better social life as they are meeting new people on a regular basis talk to the care workers about their family and friends back at home. The care staff will also need to know information on each client, this will help clients on a day to day basis as it will help them intellectually by helping them to remember and maintain memories and make and keep them thinking for themselves. The staff run activities such as bingo in a way of helping the clients by getting to know each other. This gives the client a social life in the residential home and helps them to be able to talk to each other about particular things. The clients emotional health is very important, this is why staff will go and chat to them to make them feel that they are cared for and to make them feel happier about themselves. The staff will also be able to let the clients know about things going on back at home with their family and friends. d3

Barriers

For every care services there are barriers stopping people from accessing the service they need!



We cannot get into the nursery.

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We cannot get in to the residential home!



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By Laura

- The 3 types of referral!

There are three types of referral,

Self-referral means to take yourself to a service.

Professional referral is when a professional sends you higher up or into a different service.

Third party referral is when another person contacts a service on someone else's behalf.

The referral process for tiggey winkles

When a child reaches the age of 2 years a parent to the particular child will put there child's name down at a particular nursery in this case Tiggy Winkles, before hand if they want them to go into the nursery when they are two. This is self-referral as the parents are referring the children them selves they have not been referred by a GP or by a friend.

The referral process for milbanke

When clients enter milbanke it is either because their GP or hospital has referred the client this is professional referral this means that the client is classed as incapable to take care of themselves in there own homes. This maybe down to illness or old age. The client may also be professionally referred if they have been in hospital for a wile and the doctors and nurses feel that they are no longer strong enough or safe enough to be on there own in there own homes.

Another way in which a client may be referred into milbanke is through a friend, family member or neighbour. If a person who knows the client well and is concerned about them weather it be because of health, emotional, safety reasons or just not being able to are for them selves any more. Then they may them selves contact the residential home themselves or contact the family or friends and let them help in making the decision. This is called third party referral.

Another way to be referred to a residential home such as Mlibanke is for the client going into Milbanke to refer themselves. A client may do this because they are feeling the stress and strains of caring for themselves in a home on their own. They may feel that going into a residential home will help them to cope.

Barriers.

There are barriers that affect people from getting into places like Tiggywinkles and Milbanke and other services. There are six types of barriers these are:

- The first of the barriers is physical this could be a barrier in both Tiggywinkles and Milbanke if people are bad on their legs or are in a wheelchair then stairs or little space could become a problem.
- Another barrier is cultural and language barriers this could also be a problem, which could apply to both my care settings. All cultural beliefs or backgrounds should be understood and respected by people. Also people with very little English should be dealt with in the right perhaps by using care services but not by engorging them.
- Psychological means that people are scared of losing their independence if they come into services. This will apply only to clients at Milbanke as they are the ones going into full time care, leaving their homes and being looked after by care workers. People with mental health problems may also be prevented from getting into Tiggywinkles as well as Milbanke.
- Financial barriers could apply to both Tiggywinkles and Milbanke as fees for this service are paid weekly by parents or the person in care, although there is funding for both it still costs a lot of money to use these services.
- Resource barriers this only really applies to Milbanke as care homes are desperate for care workers as the clients need a lot of care and attention and they don't have that many workers as a nursery like Tiggywinkles

Care homes are also in very high demand for places as there are lots of people trying to get onto the care homes this is also affected by the lack of funding that care homes get such as Milbanke. This is not such a big a problem for nurseries such as Tiggywinkles as they are funded by the nursery education grant.

The other barrier that affects care services such as Tiggywinkles and Milbanke is geographical. This is a problem for Tiggywinkles rather than Milbanke as Tiggywinkles is not as central as Milbanke and although there is a bus stop it is a fair bit away from the nursery and Tiggywinkles is not near any houses, this means that it will be expensive and will take a long journey for two trips a day to get to and from the nursery.

Barriers to access for Tiggywinkles.

The barriers that may affect parents getting their child in to nurseries like Tiggywinkles are:

- Financial barriers.
- Geographical barriers.
- Resource barriers.
- Cultural barriers.

These may affect people getting their children in to Tiggywinkles because:

Financial barriers.

To send a child to Tiggywinkles there are fees for each day that have to be paid by the parents at the end of the Childs weekly sessions. Although when a child reaches three there is the nursery education grant to help towards two and a half hours five times a week this does not make much difference to a mother that has to work every day and there for pay for the rest of the week. As the fees add up to £19.00 per day that means that for each day of the week it adds up to £95.00 a week. This is a lot of money to pay even if both parents have full time jobs. Parents how don't have jobs or only one partner has a job may not be able to afford to send there child to Tiggywinkles so will there for have to give up work completely even if they did have a part time job to look after there child. This could affect the parent's emotional health, as they are constantly worrying about fanatical difficulties. e1

Geographical barriers.

As Tiggywinkles is not in the middle of a town then it is not very easy to get to especially if the parents of the child they are sending to Tiggywinkles do not have a car. There is a bus stop though down the road although it is not that far a walk though it does still mean a lot of money to get the bus and it also means that taking your child to Tiggywinkles is a four way journey everyday and it not only costs four adult fairs a day but also two child fairs also. This is not a very good way in getting the child to the nursery as buses are not always on time and this would also affect the parent in there job (even causing them to loose it) as they may be late. It will also mean long days. This could cause emotional stress for the parent as they could become fed up in e1

having to travel for the majority of the day. It could also cause physical stress, as it is a lot of hard work on the parents and a long day for the parent and child. And the parent there fore would not have a lot of time for a social life.

Resource barriers.

If at the time that you wanted to send your child to Tigglywinkles and there were a lot of people sending there children to the nursery at this particular time it would all depend on weather the nursery could get more staff to work in the nursery. Depending on weather the nursery could get the staff would also depend on weather your child got into the nursery. If you could not get your child into Tigglywinkles then this would cause a lot of emotional and physical stress and worry on the parent, as they would either have to find another nursery or give up work.

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Cultural and language barriers.

If a parent were trying to get there child into a nursery and they were unable to speak the language or had an illness such as deaf and dumb then a nursery such as Tigglywinkles would be un able to take the child as they would not have the staff trained to do the job in the right way for the particular child. This would not only cause a lot of stress on the parent in emotional and physical ways but it would also mean that if the parent of the child could not find a nursery that had the staff to look after the child properly then the parent would have to give up work. Not only would this affect the parent but it would also affect the child as they would become socially emotional as they would not be able to make friends but they would also become inter|lectually slow as they would not have the knowledge that the other children there age have.

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All of these barriers would affect the Childs and parents pies physically, intellectually, emotionally and socially but may also lead to the parent giving up work this would affect the child and parents PIES a lot more.

The way this could affect parents (PIES).

This could affect parents in physical, intellectual, emotional and social ways because:

***Physical-** Looking after a child full time and trying to cope with running a house will make them feel run down and exhausted. This means that they are more prone to getting ill.

***Intellectual-** The parent that is looking after the child will not be doing things that include reading and writing or things that they would have done when working in a full time job, this could affect them in getting a job in future after their child has gone to school as they may have forgotten things in general that they may need to know in a job.

***Emotional-** The parent may become stressed through not being able to have a break away from their child from time to time and through this may become very down and depressed.

***Social-** through being a full time parent the mother or father looking after the child will not get to go to work and be with friends or go out and meet up with friends as they can't leave the child. This means that they will have a very limited social life if one at all.

All this will therefore lead to them becoming emotional as they will become down about not having very many friends. It will also lead to them becoming not very intellectual, as they won't have to be very intellectual when their only source of company is a child. Through this they will become fed up and run down and lead to them becoming physically ill.

How this will affect the Childs (PIES).

This will also affect the Childs physical, intellectual, emotional and social ways because:

*** Physical-** If a child is at home all the time then the child is not going to be able to go out and do physical exercise as often as they should they are going to become physically ill when they have to have any type of change like going to school because they are not going to be used to having to do anything strenuous like getting up early or sitting in a class room for a full day at school.

***Intellectual-** If a child has not been in an environment such as a nursery setting then they are not going to have learnt things like their alphabet, numbers or colours as this is started to be taught in nursery. This will therefore affect a child as they are going to be behind the rest of the class when they start school and will add pressure to them.

***Emotional-** Being at home everyday and doing the same thing each day will become very boring to a child. This can therefore lead to a child becoming unhappy and depressed, as they will feel that they have nothing to do.

***Social-** Children know especially at this age that having friends is important. If a child is home each and everyday then they are not going to have the chance to make friends. Through being at home there only social connection will be there parent this is not healthy for a child as they need friends there own age, this will also affect them when they go to school at 4 and perhaps for here life at primary school as they wont really know how to mix very well. If they do not get friends then they will become down and depressed.

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All of this will lead to the child becoming down, depressed physically ill and intellectually slow. As when the child is getting added pressure because they are behind and they are physically tired because they are not use to this life style then the child will find it even harder to try to make friends they are going to become emotionally down and fed up and end up physically becoming ill because of all the added pressure.

Barriers to access Milbanke.

The barriers that may affect family members (third party referral) in getting their elderly relative into Milbanke are:

- Psychological barriers.
- Financial barriers.
- Cultural and language barriers.

These may affect a family member such as a Doughtier or Granddaughter from getting their elderly relative into Milbanke because:

(This is third party referral)

Psychological barriers.

To send a relative to Milbanke may be a psychological barrier as the person going into care may be scared of losing their independence. This stigma of people losing their independence through going into a care home such as Milbanke as they believe that by going into a care home they have to have everything done for them. They also feel that people see them, as they are incapable to do things for themselves. If the relative being referred to the residential home like Milbanke is used to living on their own then they may be used to doing everything so it is very important they are still allowed to have their independence in the residential home. The whole problem with this barrier is the fact that clients entering residential homes like Milbanke think that once they are in they are there until they die. It is this thought and the thought of never being able to do anything like bath themselves again that scares them. This then makes them put up psychological barriers in their heads. This could affect the clients physically because they are physically worrying themselves because they put barriers up in their heads against going to the residential home that is all they can think about. If they are not thinking straight then they are not going to be able to care for themselves. This also worries the members of the family as they worry both physically and mentally about the family member and they can't think of anything but them all of the time so they can't do anything properly. This also affects the clients and families intellectually as the client starts to think constantly about going into the care home and the families stop thinking about what they are doing to worry about the client. This then also affects

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the families and clients, as they are all upset about the whole situation and worrying them selves.

Physical barriers

The physical barriers are often there because if the client going into the residential home is in a wheel chair or has physical or mental problems. For example if a person is in a wheel chair and needs a lot of attention then they Milbanke may not therefore be able to give them this kind of attention and not be able to accept them. Also the building is quite small so if they have someone else in a wheelchair then they ma not have the rooms available to provide the client. Also if a client is mentally ill and needs special one to one attention then Milbanke may not be able to give them the full attention needed. This also goes for if a client is death or dumb they may not have the staff to actually communicate with them this would also be a problem as they not only cannot care for them because they are not able to put there needs first. It also means that they will not only be able to communicate with the other clients in the residential home. This then could affect the clients and family members physically, as they have to look after the clients as well as look after themselves and their other family members and do a job so it would tire them put. It would also mean that the clients would have no body to help them so they have to try to look after them selves and this would run them down but could end up with them hurting themselves if they were not able to do so. This would affect their social lives for the clients and family members of the clients, as they would not be able to have a social life. Because they would be busy looking after the elderly family member this would also mean that the client would not be able to go out and mix with people there own age, as they are not physically capable. This there for would lead to all of them getting emotionally upset, as they will be worrying about the elderly family member and running round after them. The clients would get upset as they are going to feel like a burden on the family and they will not be able to have a real life. This will affect the client intellectually, as they are not going to be able to exercise their minds if they are not getting out of the house or talking to people.

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Cultural and language barriers.

If a client trying to enter Milbanke is from a different cultural back ground then entering Mailbanke would be a problem because of there colour and beliefs if a person who is dark may truly believe that they should be cared for by people of there own culture because the staff at Milbanke are English and come from around and about Kircham they

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aren't right to do this job for the particular client as they may not want to be cared for by people from different backgrounds to them. This is now a problem because each individual in Milbanke has a right to their own beliefs and this is now a barrier because the care assistants can not care for this individual because of their culture and beliefs. There are also language barriers when accessing because Milbanke is in the middle of Kircham then there are not many people from places like India, Pakistan or China that will be care assistants or will go to Milbanke. People who aren't from different countries or have an illness like death and bump would also find this a barrier in trying to access Milbanke as the staff may be able to talk to them as they have had the training but the other residents in Milbanke would not be able to talk to them as they have not had the training like the staff. This could therefore mean that people with different languages or speaking disabilities would not be able to be 100% looked after at Milbanke because of their language this therefore may stop them from accessing Milbanke because the care assistants can not speak their language or sign to them well enough to communicate with them or look after them. Also the other residents would not be able to talk to them, as they cannot speak the language to be able to communicate with them. This would therefore mean that the client would not be able to get the right care and attention from Milbanke. These people will also need help with their social needs and the care workers won't be able to help them if they cannot speak the language also the people may not feel like they can trust them if they do not have the same cultural backgrounds or how they should be treated if they are ill this may be because their beliefs are different to the care workers in the way they should be treated if they have a problem. If they did go into Milbanke and the cultural and language barrier accrued then this barrier could affect the client socially, intellectually and emotional needs as well as their physical needs. The language barrier will affect them emotionally because if they can not speak the same language as the other people in the care home then they are not going to be able to make friends this will therefore affect them socially. This will also affect them intellectually as they won't be using their own minds or thoughts if they are not being spoken to at any time as they are not using their brains or exercising their minds if they do not have to speak to anyone or get involved in anything. Also it could lead to it affecting their physical needs or health because if the staff could not speak the language or help them properly because of their beliefs then they may not be able to help them with the things like getting into the bath or going to the loo because they do not trust them then they could hurt themselves or strain themselves because they are supposed to get help in things like this. If they did not get into the residential home then these problems will occur because they won't be able

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to go out of the house and meet with friends or look after them selves properly then they will just become even more physically ill and socially depressed and intellectually slow as they are going to be struggling on there own. This will then lead to them becoming depressed as they are were not going to be able to get into the residential home because of the barrier or look after themselves at home then this will then lead to strain on the families because they are going to have to look after them selves and the relative and this will there fore mean a full time job in caring for the relative as well as there job working this will there fore mean that they are going to become physically run down and tired and emotional as they are going to be stressed all of the time this also means that they are not going to be able to have much of a social life because they are too busy looking after there relative and they are not going to be able to think straight as they are going to be worrying about everything at once, this will lead to them becoming distracted intellectually.

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These barriers could not only affect the client's needs trying to get into Milbanke but would also affect the family's needs as well.

How it will affect the clients trying to get into Milbanke PIES.

This could affect the clients Physical, intellectual, emotional and social ways because:

*Physical- if a client is trying to get into a residential home such as Milbanke then they are not going to be very physically fit. If they did not get into Milbanke then they will become even worse because they are going to have to straining them selves trying to look after them selves when they are not physically capable. This could lead to them becoming very tired, run down and them getting worse and more problems, injuries occurring.

* Intellectual- if a client is on there own then they are not going to have to exercise there minds by thinking like you would when talking to somebody. They are also not having to use there minds really that much so this may make them forget things which is very dangerous especially when they are on there own this could there fore end in an injury.

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*Emotional- the client could be affected emotionally because they will be very sad because they are not going to be able to go out and meet there friends or do things for them selves like thy used to be able to do. This will make them very depressed, as they are not going to have friend or feel like they are coping like they used to. The fact that they are unable to

get into the nursery will also upset the clients as they are going to have the stress of having to cope even though they know that they physically aren't able to.

***Socially-** if a client can not for any reason access a residential home such as Milbanke than they are not going to have the company outside the residential home like they would if they were if they were in the residential home as they are not going to be able to go out and meet up with people and have a social life. Where as if they were in the residential home then they would have people around them all the time. e2

All this would eventually lead to the client getting depressed and down and eventually becoming even more physically incapable to look after them selves as they are not going to be able to have a social life because they aren't going to be able to go out and about so they are not going to be able to exercise there minds to be able to remember to do things that are for there own safety in looking after them selves, the stress of looking after them selves will then lead to them becoming emotionally stressed and depressed and physically rundown and unable to cope.

How it will affect the families PIES.

This will also affect the families' physical, intellectual, emotional and social ways because:

*** Physical-** if the family has to look after the elderly relative then this will lead to them becoming physically worn out and ill because they will have to work full time and then look after the relative this is also just like a full time job depending on how ill the relative is and how much care they need. The relatives of the client will find this very tiring and physically challenging. e2

***Intellectual-** this will most likely affect the relative intellectually as much as it will affect the relative needing care as they are going to not only have to think in there jobs but thing about looking after themselves and the relative so this will there fore mean that they are going to be over exercising their minds and forgetting things and getting ill from all of the work that they are doing.

***Emotional-** the relative will become very emotionally tired and down because they are going to be permanently on the go and physically run down so they will be worrying a lot about everything and everybody especially about the elderly relative.

***Socially-** looking after the relative and them selves will leave the family member very little time to have a social life or time to meet up with there own friends there fore they are going to become intellectually slow as they are not getting intellectual conversations from people there own age, also they are going to become down and depressed as there lives are becoming no fun and a big routine for every single day.

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This will there fore lead to the family members feeling very tired and depressed because they are going to be busy everyday looking after other people and thinking for everyone else leaving very little time for them to have a life or friends of there own.

How could the barriers be improved for the two care services?

How the barriers could be prevented to access Tiggywinkles.

The financial barrier- Tiggywinkles could either have the parents pay monthly so that they are not struggling to pay each and every week to try to pay fees, Tiggywinkles could bring out a nursery education grant for each child for perhaps 2 times 5 sessions a week when they first come into the nursery until they get the nursery education grant at three.

The geographical barrier- Tiggywinkles is set out of the way as it is in Elswick so if parents do not have a car it is practically impossible for the parents to get there children to and from the nursery each day.

Tiggywinkles could prevent this by advertising more because it isn't really heard of by mothers who live out side Elswick for example they could put advertisement in the local shop windows or youth clubs perhaps even the local newspaper. Tiggywinkles could also have there own Minnie bus that actually goes round and picks the children that are due in the nursery on the particular days if there parents do not have a car or are unable to get there.

1
e3
1

Resource barrier- the nursery could prevent any child from being turned away from the nursery due to lack of staff by either employing more trained nursery nurses as they will be able to afford to do so with a lot the extra money from the fees by the new children joining the nursery. They could also have some parents that do not go to work to stay and help for the morning and then get different parents in for after dinner until tea

time they could even get people who have retired or volunteers just to lend a hand for a couple of hours a week so that the nursery doesn't have to turn children away.

These problems could help the staff at Tiggywinkles from having to turn children away because of barriers in trying to access Tiggywinkles. All these adjustments could help in getting more children into tiggywinkles. This would therefore help the parents of the children as in their Physical, intellectual, Emotional and social development because:

Physically- they will have a daily routine that will mean that they are used to getting up in the morning, they are used to having meals at set time and they are physically ready for when they go to school.

Intellectually- going to a nursery every day will mean that the children are with children their own age this will also mean that they are learning before they go to school about the general surroundings and environment. This will also help because it will mean that their minds develop at the same time as children and to the same stages as they are learning from the other children around them and the nursery routines and settings, for example they will be far better in a nursery where they are doing nursery rhymes and learning to write their names and count to five than they would just be with their parents every day.

1
e3
1

Emotionally- the children will be happy in a nursery as they will have friends in the nursery to play with and they will feel that they are loved because they are treated the same as all the other children in the nursery. Most importantly though they will learn to be more independent and this will lead to them being used to leaving their parents in the morning and not have such a big shock when they first start school and are upset when the parents have to start leaving them at 4 and they are not used to being away from them, this will turn out a lot better as they won't have as big a shock and they will be happier in the long run.

Socially- the children need friends at this age so it will help them if they go to the nursery as they will have friends and they become a lot happier as they will have a social life of their own. This is very important in child development and will therefore help the child not only in the future when they go to school but in their emotional and intellectual needs as well as their social needs.

The barriers could be improved for Milbanke by:

Psychological barriers- if a client is scared about going into a residential home like Milbanke it is because of the stigma of loosing there independence to prevent this Milbanke could have trial weeks so that if thee is a client thinking of going into the residential home they could go for a weeks trial for free so that they can see what it is like and that they don't loose there independence when they enter the residential home. The staff could also get volunteers to go into the residential home or family members to help them in running days out so that the clients don't feel that when they go into the residential home that they are never going to ever get out again. The staff could also arrange with the families for 2 weeks every year to go and stay with the family if the clients wanted that, they could also take a client out every couple of weeks so they can do some shopping for them selves with the money the get from there pension. This would help the clients in Milbanke to feel more independent.

Financial barriers- because clients have to pay when they go into a residential home they could reduce this by lowering the fees or taking it on a yearly basis this would mean that they only have there pension every week but instead of having to pay weekly so much they should leave the money in an account where it could be taken at the end of each year until they needed the funding by the local council there as they would not be worrying how much they had to pay each week. Milbanke could also get funding by sponsors for example, the post office or local business around Kircham and Wesham to fund Milbanke to help each individual client pay for there care. If a client has not got much money anyway then they could just enter the residential home and be able to get funding straight away no matter if they cannot pay for it themselves even a little.

1
e3
1

This would help the clients in their Physical, Intellectual, Emotional and social needs because:

Physically- each client would benefit from going into the residential home as they would be able to rest and not have to tyre them selves out by trying to cope with looking after them selves all the time on there own. This would help them because they wouldn't be physically worn out all the time and they wouldn't risk injuring them selves or getting ill.

Intellectually- going into a residential home would mean that the clients are having company with other clients there own age, so they will be exercising there minds and keeping them going by talking to the other

clients and members of staff they would also be keeping their own minds going because they run activities in the residential home where as if they were at home on their own all of the time then they would just be struggling to cope and their intellectual minds would become very slow.

Emotionally- they will be happy in the residential home if these barriers were not there because they wouldn't have to cope on their own all of the time they would have people to talk to about problems and they will have fun and laugh with people their own age, most importantly they won't have to stress themselves out and worry about every thing.

Socially- going into the residential home will mean that their friends and families will be able to come and see them so they will have more friends than ever because they will get to see them, where as when they were at home they found it hard to go out and about.

The barrier that affects both Tiggywinkles and Milbanke is:

The cultural and language barrier- this barrier could easily be overcome if there are clients from different cultural backgrounds that speak different languages or have an illness such as deaf and dumb then they should not have to miss out on entering either the nursery such as Tiggywinkles or the residential home like Milbanke, to get the other people to understand people's backgrounds the people firstly have to be allowed to enter the particular care setting. Then to solve this issue about people not understanding that if a person looks different then they are not different and that they should be treated the same way in both the nursery/residential home. To get everyone to understand they could hold different cultural days for example an Indian day where everyone dresses up and tries samples of that particular food and learn about the country and people from that particular country. They could also get people from that country or people who have been to the particular country to talk a bit about what it's like, this would help everyone to be treated the same as they will be understood. If there is a client or child in a care setting that is perhaps deaf and dumb then the staff could get health visitors in to explain to the other people in the care setting how they could somehow use a method of speaking to them and explain what is wrong with them and why they should not be treated any differently because they are still people. The care services could also get sign language teachers every week for a half an hour session of teaching sign language to everybody in the nursery/residential home so that every one could communicate with the client or child with the special need. The nursery and residential home

could also just make up there own ways of communicating with the particular child or client and teach everyone else to enable them to communicate in some way weather it be by picture board or touch and feel boards to enable the client or child not to be left out.

Improving these barriers of accessing the residential home or nursery not only improving the PIES of the person accessing the care home but it also helps the families of the residents at the care home because:

They are not physically worn out by looking after the client all of the time but they are happier because they know that there family member is being cared for and has friends of there own this then puts there own minds at rest and helps them to look after them selves and think straight. It also helps them because it gives tem the time to have there own social lives, all of this helps them have a happier and have a stress free life.

e3

This also helps the mothers of the children entering the nursery because:

It allows them some adult company and gives them the time to go out with out the child to go to work and have a social life mixing with people there own age. It also makes them less physically tired and run down because they don't have to worry about the child all the time and it also helps them from becoming stressed out because they are not having to think for two people instead of just them selves. This means that they are not permanently tired or stressed out and they have a social life and friends of there own age, which all leads to them being happy.

e3

GCSE Health & Social Care

January 2004

**UNIT 1:
Health, Social Care &
Early Years Provision**

Candidate 2 - Genna

GCSE HEALTH & SOCIAL CARE (DOUBLE AWARD) UNIT 1

HEALTH, SOCIAL CARE AND EARLY YEARS PROVISION

CANDIDATE COMMENTARY – GENNA

Summary:

- The candidate produced a succinct piece of work, choosing two care settings, which gave her opportunity to produce the relevant evidence for her portfolio.
- The Centre has clearly shown where the strands (rows across the Assessment Evidence Grid) have been awarded in the text and at what level. On the URS form it is advisable for the mark to be circled to ensure that there is a cross checking of marks.

Strand A	Centre Mark: 2	Moderator: 4	Difference: +2
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- a1** The candidate gave a general description of each service and identified how the services fitted into the national framework, using a flow diagram. The care sector to which they belonged was stated.
- a2** There was clear understanding how social services obtains money to support clients through national and local taxes and how clients had to pay for the service if their means testing did not apply. The Nursery Grant System was included, but was generally vague.

Strand B	Centre Mark: 5	Moderator: 5	Difference: 0
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- b1** The candidate described the role of the social care worker well. The nursery nurse day-to-day work was completed from the client's perspective and not the worker.
- b2** There were details about the qualifications, qualities and skills that would be required for each care worker chosen. The quality of this work warranted the candidate to be awarded marks in the b2 strand. This would have been higher if the full requirement of *b1* had been met. This would be highlighted in the report to the Centre.

Strand C	Centre Mark: 5	Moderator: 5	Difference: 0
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- c1** The features of the care value base had been described well and the candidate showed understanding of how these values reflected in the daily work of the care workers. There was, however, no reference to show understanding that these set of values are derived from the ideas about human rights.

- c2** The candidate explained the different ways that a range of features of the care value base guide the care workers in the day-to-day tasks that they undertake. Full marks would have been awarded for this strand if the candidate had started to show some aspects of the c3 strand e.g. the effects on clients if the care value base is not observed or a comparison between the two workers had been undertaken.

Strand D	Centre Mark: 7	Moderator: 7	Difference: 0
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- d1** The main needs of the clients using the services, (infants and older people) were well tabulated and showed sound evidence for d2, as they explained ways the services meet the needs of the clients. Some aspects could be expanded further, for example, intellectual needs of clients.

There is an attempt to analyse how well each service meets the needs, but is minimal in nature and does not draw logical conclusions about the effects this may have on the client groups.

Strand E	Centre Mark: 11	Moderator: 11	Difference: 0
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- e1** The candidate produced a basic description of the barriers that could prevent clients from using both services. Additional information about access to services was included, but did not receive accreditation because it is not a requirement of the assessment criteria.
- e2** There is evidence of a detailed explanation of the barriers that could prevent clients from accessing services, including effects on clients.
- e3** Whilst there is reference in the portfolio to show how these services could be overcome, in order for the candidate to achieve marks in this mark band they needed to draw conclusions about how this would help to empower the clients.

Total:	Centre Mark: 30	Moderator: 32	Difference: +2
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GCSE IN HEALTH AND SOCIAL CARE (DOUBLE AWARD)

Unit Recording Sheet for Unit 1: Health, Social Care and Early Years Provision



Please read the instructions printed below. One of these sheets, suitably completed, should be attached to the assessed work of each candidate.

Specification Code	1493	Unit Code	4869	Session	Jan / June	Year	2	0	0
Centre Name					Centre Number				
Candidate Name	Genua				Candidate Number				

Evidence: a profile based on the study of two different health and/or social care and/or early years services.

Please note: This form may be updated on an annual basis. The current version of this form will be sent out automatically by OCR to the Examinations Officer in the Centre upon receipt of provisional entries. You may also refer to OCR website (www.ocr.org.uk) for current version.

Authentication by the Teacher

I declare that to the best of my knowledge, the work submitted is that of the candidate concerned. I have attached details of any assistance given beyond that which is acceptable under the scheme of assessment.

Signature: _____ Date: December 03

Guidance on Completion of this Form

- 1 One sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- 4 Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.
- 5 Sign and date the Authentication statement.

Please see over

Criteria			Teacher Comment	Location	Mark
a1 Identify how each service fits into the national framework, how they are funded and the care sector to which they belong. 0 1 2 3	a2 Use some of the information collected to define in detail how each service is funded at national and local level. 4 5	a3 Interpret information and draw logical conclusions to show how funding at national and local levels affects service provision. 6 7	2 Settings discussed with basic info on funding. NO nat. level for EY service	1-5	2
b1 Describe the roles of two direct care workers (one in each service), correctly describing the day-to-day tasks they would do. 0 1 2 3 4	b2 Make informed suggestions about the qualifications, qualities and skills that would be required by each care worker chosen. 5 6 7	b3 Review and assess possible alternative routes to obtaining qualifications and skills required for the job roles chosen. 8 9	2. Was discussed, roles are implicit. Basic ref to qualif, qual's & skills	6-9	5
c1 List the features of the care value base. Describe how each care worker would apply the care value base in their day-to-day tasks. 0 1 2 3	c2 Explain different ways that a range of features of the care value base is used to guide the care workers in their day-to-day tasks. 4 5 6	c3 Compare ways that the care value base would be applied by each care worker, explaining the effects on the client if the care value base was not applied. 7 8	generic info on all CUB points. & applied to both jobs.	10-13	5
d1 With help, carry out and record the different types of client groups that would use the services. Describe the main needs of each client group. 0 1 2 3 4 5	d2 Carry out and record in detail the different needs of client groups using each service, explaining how the service provides for their needs. 6 7 8	d3 Analyse how well each service meets the different needs of clients. Draw logical conclusions about the effects this may have on client groups. 9 10 11	Range of questions both setting to find cogt needs. Detailed info on how met. & attempted - no discussion of effects. 7	14-22	7
e1 Produce a basic description of barriers that could prevent clients from using the services. 0 1 2 3 4 5 6 7	e2 Produce a detailed explanation of the barriers that could prevent clients from accessing services. Describe the effects on clients. 8 9 10 11	e3 Produce a comprehensive account to show how barriers to services could be overcome. Draw conclusions about how this would help to empower clients. 12 13 14 15	Good generic understanding of all to barriers. 3 applied to each setting. Effects described. Solutions suggested. NO info on empowerment overall!!	23-29	11
				Total/50	30/48k

URS 758 Revised May 2003 1003710185

Grosvenor Mews Residential Home social care sector

Grosvenor Mews Residential Home is a private service that provides social care for older people. Grosvenor Mews Residential home has a number of different facilities for the elderly while they stay in the home. There are support services provided these are physiotherapy, independent living training, separate EMI unit, they retain their own GP and there is a close care unit.

There are two different care durations these are short stay or long stay. The Accessibility to and inside the care home are a lift and a wheelchair access.

There is a café, a residents kitchenette and accommodation for relatives if they would like to visit and stay for a few days.

Grosvenor Mews have their own minibus to take the residents, the residential home is near public transport and shops.

The care assistants organise activities and outings. There are caterers for special diets, there are gardens for the residents and pets are allowed. This is nice for an old person to be able to keep a pet to keep them company and it gives them something else to keep them occupied.

The rooms have a double bed which has an en suite bathroom, this gives the residents privacy when they have a bath or go to the toilet. There is a telephone, a T.V, a sofa chair, a dresser with a mirror and a set of draws for the clothes to go in. All this is good for the residents because then they can have their own privacy by putting all their clothes away, if they want to be by their selves and not with everyone else then they have got a chair in their bedroom and it is good to have a mirror in the bedroom so then in the morning when everyone gets up and they want to make themselves look respectable they don't all have to queue up at the main toilet.

Funding for Grosvenor Mews

A resident at Grosvenor Mews would have to pay £230.50-£266 a week to stay there. If they just have a basic room with no television and just a single bed it would cost £230.50 a week. If they wanted an en suite bedroom then they would have to pay the full price which is £266. This includes a double bed a sink and a television. This is a good price to pay because then the residents would feel at home. If an old person goes into Grosvenor Mews they will have to have some money to pay for their stay and this money comes from when they have sold their house. This money won't last very long so when the resident ends up with about £16,000 left that is when the Lancashire County Council come and help them out by paying some of the money. This is called 'means testing'.

(
a1/2
|
)

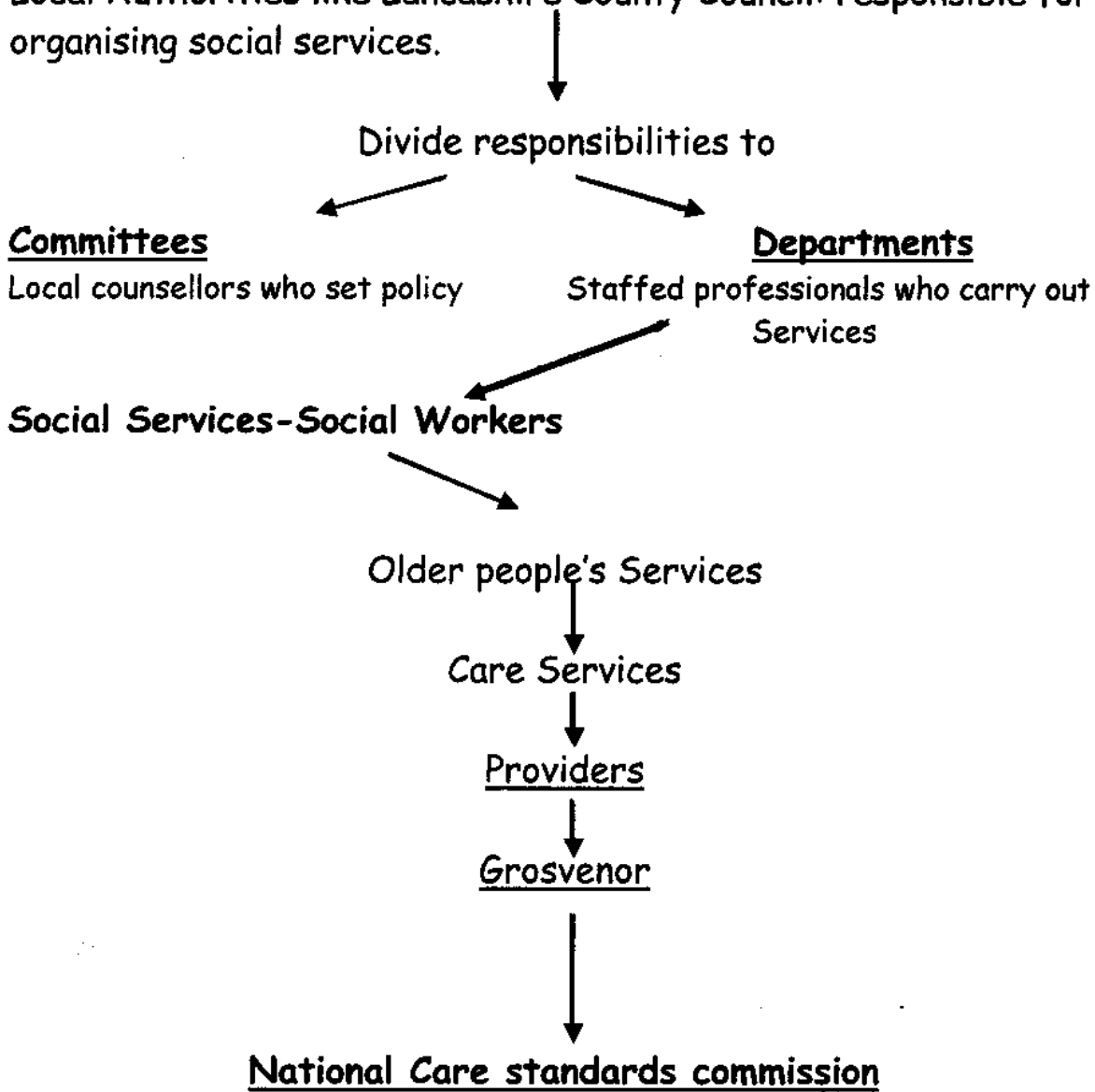
However if a resident has less than £10000 then social services pay for them too.

Lancashire social services gets its money from council taxes (where people pay money, depending on the size of their property) and central Government give them money from other kinds of taxes ie income tax - where the government takes a percentage of your wage - and road tax - where Government charges you for keeping your vehicle on the road.

Diagram to show how Grosvenor Mews fits into the national framework for social care

Department of Health-Government-Social Care group

Local Authorities like Lancashire County Council: responsible for organising social services.



Register, inspect and monitor all care homes/care agencies.

Nursery Nurse at Toddlers Corner

Toddler's Corner is A Nursery Nurse at Warton. The people who work at BAE send their children there. It is a day care for toddler's aged between 0-4 years. It is open 7 days a week from 7.00am till 6.00pm. There are 6 nursery nurses and around 25 children. They have a special baby unit, a main playroom for the rest of the children, a quiet room for reading and where the younger children go to sleep during the afternoon. During the day the children have a variety of things to do, sometimes they play outside if it is a nice day but if it is cold or rainy then they will play inside either painting, colouring, making things or the teacher will read them all a book to settle them down ready for going home. Whilst the children are there they are provided with food and drinks throughout the day so they are well looked after by all the Nursery Nurses.

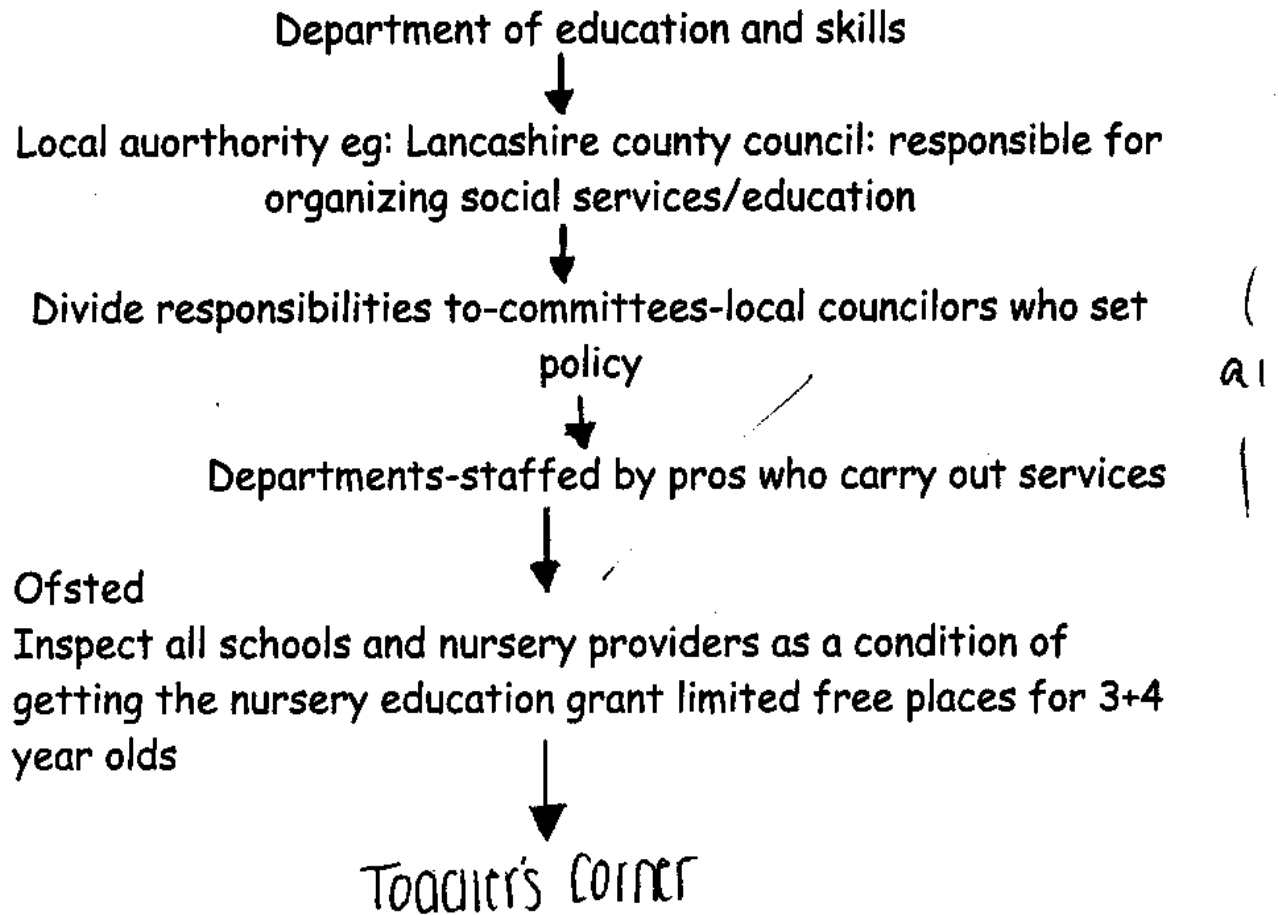
a1

Funding for Toddler's Corner Nursery

To send your child to Toddler's corner it would cost £2.00-£2.50 each an hour until they get to about three or four years old and then they get up to 2 an a half hours a day for 5 days a week for 33 weeks absolutely free. Lists of eligible providers are kept by the local authorities which is the Lancashire County Council.

a1

Diagram to show how services fit into the national framework for early years a1



Nursery Nurse at Toddlers Corner (Early years sector)

A Nursery Nurse provides care and education for children between birth and about eight years old. This involves looking after babies, toddlers and slightly older children. This provides looking after them for a day and they have to help them learn different things and teach them, play with them and take them to the toilet. You also have to take what they want to do into account.

b1

Typical Day

9:00am	Start at Nursery and have a little play
10:00am	Do a bit of crafts like painting a picture
11:00am	Have a play outside if its nice if not then play in the sand
11:45am	Toilet duties, make sure they wash their hands
12:00pm	Have there dinner and sit with them
12:30pm	Have break and play outside
1:30pm	Watch a children's video to settle them down
2:45pm	A little milk break
3:00pm	Lesson time eg: learning numbers and days of week
3:45pm	Get all there stuff together to go home
4:00pm	Go home

b1

Qualifications

Diploma: At level 3 in Child care education vary from collage to collage. Also you can have GCSE'S including English maths at grades a-c. You will also have to set written tests. You don't need a set entry requirements for NVQ courses but some colleges provide full-time NVQ's if they do then they will set there own entry requirements.

Skills and Qualities

You have to be physical and active and on their feet. They have to take other people's feelings into account and be responsible,

b2

they have to be organised at all times and to be capable to supervise at all times. If you are looking after babies or very young children, you will be responsible for feeding, changing, dressing and comforting them when they are distressed. They must be caring because the children can't care for their selves so they need someone to rely on. They have to be understanding because you need to know how people feel. You have to be friendly so then the children like you, you also have to be cheerful and have lots of energy this is because if the children are upset then you have to be able to cheer them up and also liven them up. They must have good communication skills to build friendly and open relationships.

b2

Care Assistant at Grosvenor Mews Residential Home (Social Care sector)

A care assistant helps and supports people who have physical or mental health problems or severe learning difficulties and they need special help with their day to day tasks as they can't cope on their own. A care assistant may work in a residential home for children or for elderly people, special schools, day centres or non-emergency services.

b1

Qualifications

To be a care assistant you don't need no formal entry requirement although you may find that some of the employers would prefer the applications so then they have academic or relevant vocational qualifications, and you will find that many of the employers will look at this. Qualifications do help, and specific ones that would help are a first diploma in Care, or a national diploma in Caring. Also, an Intermediate GNVQ and vocational A level (advanced GNVQ) in Health and Social Care. Entrance for young people can be available through a foundation Modern Apprenticeship, which can lead to an NVQ level 2 or 3. Most qualifications to do with Care or the Care of Elderly people would help.

b2

If you want to be a supervisor you should have an NVQ level 3 in Care. Also, if you have nursing qualifications and are on RGN (registered general nurse) or a MHN (mental health nurse), it helps to.

b2

If you have other non-academic qualifications, it will help, as they contain basic life skills, which can be used to care for the elderly residents. Useful ones are:

- First aid
- Food Hygiene and handling certificate
- Special needs certificate
- Duke of Edinburgh award and awards for certain voluntary organisations, which prove you are responsible
- Criminal records bureau certificate
- Moving and handling certificate

b2

Typical Day

7:30am	Go to work and then set up the breakfast
8:30am	Have their choice of breakfast and a drink
9:00am	Tidy up the tables and make sure that everywhere is clean and tidy
9:15am	Take them to the toilet

b1

9:30am	Watch a bit of television and have a rest
10:30am	If they want to them they can go out and get some fresh air by going for a walk up the street
11:30am	Chose what they want for their dinner and to drink and then watch a bit more television until their dinner is ready
12:30pm	Have their dinner in their lounges so their not by them selves and they have someone to talk to
1:00pm	Clean all of the tables so they are not messy
1:15pm	Take them to the toilet
1:30pm	They have their free time to do what they want and they usually watch T.V, go for a walk or sit outside with their friends and have a chat
4:30pm	Go back inside and decide what they are having for their teas and for desserts
4:45pm	Watch T.V until their teas are ready
5:30pm	Go to their lounges where they have their tea. Have their tea and desserts they have their medication with their meals
6:15pm	Take them to the toilet
6:30pm	Go to the main room and have a little game and it is normally a game of cards
8:00pm	Have a warm drink of their choice
8:15pm	Get ready to go to bed ie: have a wash, brush their teeth and go to the toilet
8:30pm	Put the residents to bed
9:00pm	Go home

b1

Qualities and skills

You have to be understanding and understand the needs of the elderly people with their social and emotional needs. Patience, compassion, tact and a sense of humour are vital qualities which are required. These qualities are very important to the elderly who do not like to admit that they need your help so you have to be able to understand. You have to respect their needs and have the right to keep as much independence and privacy as you can. You have to have strong and interpersonal skills to enable that you develop a caring and trusting relationship with the elderly people.

b2

The Care Value Base

These are the following standards that cover health, social care and early years sector. These standards can also be found in professional workers:

- Promoting anti discriminatory practice: The care workers should treat everyone the same because no should be treated differently.
- Maintaining confidentiality of information: The care worker or the nursery nurse should keep everything to themselves about the child or their client.
- Promoting and supporting individuals rights to dignity, independence and health and safety: Keep people safe no matter what environment they're in and they can make their own decisions.
- Acknowledging individuals personal beliefs and identity: You have to accept the people that you care or teach if they are superstitious or that they believe in something you think is silly or you don't believe in. a
- Protecting individuals from abuse: Care workers need to be observant no matter how young or old they are to try and notice and changes
- Promoting effective communication and relationships: You have to communicate with the children or the client and build a strong relationship with them.
- Providing individualised care: This is the aim or all care workers or the nursery nurses should be very specific and should be able to spend as much time with the client and try to stick to there needs and wishes.

How the Nursery Nurse applies the care value base in their day to day work

A nursery Nurse would apply the Care Base Value to their job by:

- Maintaining confidentiality of information

The Nursery Nurse would promote this by doing the Data Protection Act. This is where all the information about a child should be kept secure, they should only use it for the purpose that it was collected for and not given out to other people to maintain that, it is kept confidential unless they have permission to i.e. by the child's parents. The reason for this kind of information to be kept confidential is because it would include the child's name, address and date of birth. To keep this information private the nursery keep this on the computer and to get in to it you need a password and when there is nobody in the office the computer is all shut down. a/2

- **Providing Individualised Care**

The Nursery Nurse will look after each child and look out incase they need and special help incase they have any specific problems. If a child does have any problems then the Nursery Nurse will make an individual education plan to support that child and to make it easier for that child to learn and for the Nursery Nurse to teach.

c/2

- **Promoting and supporting individuals right to dignity and independence and health and safety**

A Nursery Nurse will have to be aware of health and safety when around the children. They will have to make sure that the right child has gone home with the right family. They will also have to be careful of the young children and small things, which they may place in their mouth and chock on them, so they will have to watch out. The Nursery Nurse will also make sure that the floor is clear of things which the children may trip up over and fall and hurt themselves.

c/2

The Nursery Nurse will have to encourage them to go to the toilets on their own and to learn how to wash their hands properly and that they have there own independence.

- **Promoting effective communication and relationships**

A trusting relationship is crucial because the kids need to feel comfortable, as it is their first time away from home and their mums for a day. A Nursery Nurse will promote effective communication by:

- Stress
- Show
- Slow
- Say less

The Nursery Nurse would stress so all the children know what she is talking about. They would show the object so then they know what it is and looks like, they would talk slow so then they are able to understand the Nursery Nurse and also the Nursery Nurse would say less so they know that the children have understood what they have said as they can't take a lot in.

c/2

How the Care Worker applies the care value base in their day to day work

- **Promoting effective communication and relationships**

A trusting relationship is crucial for enabling clients to get the best from a service. Relationships may be formal between a care worker and a resident at the start of their relationship, as their relationship develops it will turn into a friendship. Instead of calling the resident by Mr. or Mrs. they might want you to call them by their first name. If you was talking to a client then you would sit next to them and use eye contact and a lot of facial expressions so then they understand you more. If necessary then use hand gestures and if needed then sign language.

c1/2

- **Maintaining confidentiality**

The Care worker would promote this by doing the Data Protection Act. This is where all the information about the residents is kept private on the computer so no one else has access to it. This includes things like name, address, date of birth and any allergies or problems that they have. Also because you are with the clients nearly everyday you will see how they dress and things like what they think and say, this should be kept confidential; if it gets round and people laugh then they might lose their confidence.

a/2

Sometimes you will discover that the clients might come to you for help because they might have seen or heard things so they will come and tell you because it should be reported if there is a problem.

- **Acknowledging individuals personal beliefs and identity**

The care worker will acknowledge the individuals personal beliefs and identity by agreeing with what they say like they might be against young girls or themselves wearing short skirts so when they say that they don't like they have to agree with it and not say something like no I don't agree with what you are saying I think that they should be allowed. This is because people are entitled to their own opinions.

a/2

- **Protecting individuals from abuse**

The care worker should make a set routine for like when they are going to take one of the residents to the toilet so then they know that they are going and the care worker won't have to shout it out. This would make the patient feel more comfortable and secure. The care worker needs to know their client and check them over for any bumps and bruises because they might have been rushed along by the other

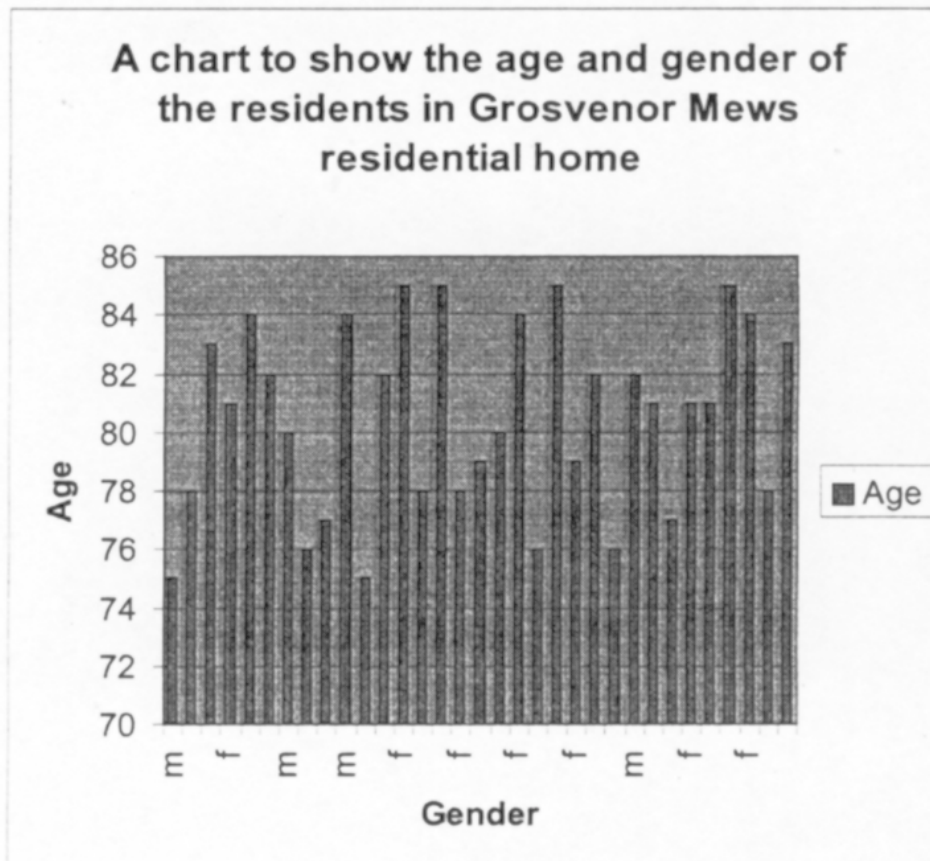
a/2

care workers and if they have then they will have to train their staff more to protect them so they don't get hurt.

C1/2

Grosvenor Mews

While I was on my work experiment at Grosvenor Mews I asked the residents some questions to find out the information I need to do my health and social care coursework. The information that I found out was that most people in a residential home are females and the age of the residents varies from 70 to 90 years old. This information is shown in the graph below. In my chart below M stands for male and F stands for female.



di

The residents at Grosvenor Mews residential home have a variety of needs and the table below shows how the care worker meets the needs for the residents. I have written about the PIES this stands for physical, intellectual, emotional and social.

	Need	Way the need is met
Physical	Food	The residents have a choice of different foods that they would like including a lot of healthy food like fruit for their breakfast and some salad or vegetables with their dinner and tea. This is important so then they get the vitamins and minerals that they need daily. To do this they will make sure that they have a balanced diet and plenty of fibre to keep their digestive system working. They will also need plenty of protein for repair as the immune system doesn't work as good when people get older.
Physical	Exercise	The residents get this need by going walking around Kirkham in the afternoon and going on outings every month. They get enough exercise by going on outings because they walk around different places and wondering around all of the shops.
Physical	Sleep	They meet this need by having a set time for what time they have to be in bed for so then

d1/

		they are not tired the next day and they have energy to do things. This is important so then the residents don't feel run down and exhausted.
Physical	Health	This need is met by having a doctor coming to visit the elderly people everyday so if one of them is not well then they can be taken care of as they might not have enough energy to walk down to the doctors
Physical	Hygiene	The care worker has to give the residents as much independence as possible. They give the residents a regular bath and when they have been to the toilet they would make sure that they washed their hands to maintain their cleanliness. The care workers also make sure that they wash their hands before making the residents food so it stays fresh and germ free so they don't get ill.
Physical	Clothes	The care worker would make sure that the residents are wearing the right clothes for when they are going out in case it is cold they would wrap them up warm by putting a hat, a scarf, gloves and a winter coat. They need to do this because if the elderly get a cold they get it worse than us because of their immune system as it doesn't work as well as it did when they were

dif.

		younger.
Physical	Shelter	To maintain that the residents have a safe environment they should get double-glazing and locks on the windows and doors. This is so they are able to get a good night sleep without being tired the next day and make sure that they have radiators in their rooms and that they have enough sheets over them.
Intellectual	Exercise in their mind	The care workers would ask the residents questions about what they have done today so that they know that they are able to remember what the things are that they have done. If they haven't been out then they would get them playing cards so then they have to remember what move to make so this way they are using their minds. d1/c
Emotional	Make sure that the residents are happy in their environment and all of their surroundings	The care worker meets this need by making sure that the residents are ok and talk to them about what they have been doing and how they are feeling. This is important because if a resident isn't feeling to well or they are unhappy then the care worker has to talk to them so then they know that if they have a problem they know that they can rely on them to help them.
Social	Making sure that the residents are socializing	The care worker would make sure that the residents are socializing with the other

		<p>residents so then no one will feel uncomfortable so if they are all talking to each other then they would feel welcome. The care workers would make sure that the residents are going on some of the outings.</p>

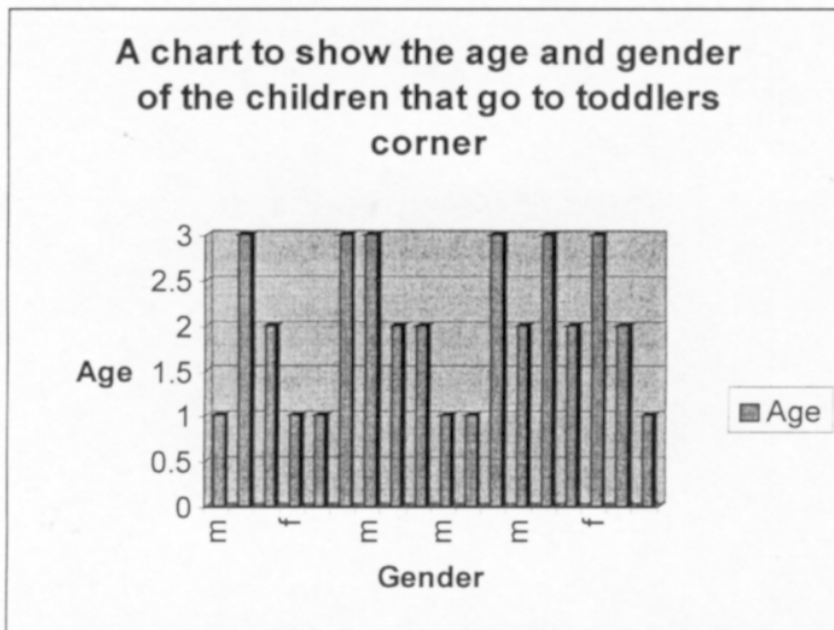
d1/

I think that Grosvenor Mews residential home is a good place for residents to go because they meet the needs that each of the residents have because as soon as they are ill the client will get seen to and they make sure that all the PIES are covered as they have done. Overall Grosvenor Mews is a good place to be as they look after each resident well and make sure that they get the treatment that they need.

d3

Toddler's Corner Nursery

To find out this information I went down to toddlers corner. When I got there I asked the nursery nurses some question about the department to find out how many children went there and the ages of the children. The ages varied from 0-3 years old.



d)

I have wrote out a table for the needs for a child at a nursery nurse. I have sectored off the needs and how the needs are met and wrote about each of them. I have written about the PIES these stand for physical ,intellectual , emotional, social.

	Need	Way the need is met
Physical	Food	Children are given a piece of fruit and a carton of juice at playtime at dinner they bring in a pack lunch from home.
Physical	Exercise	The children get exercise when it is break time as they will go outside and run around and play games this is the same for dinner but they will get more as they have longer time at dinner.

d)

Physical	Sleep	There is enough staff so when they have story time or there just tired then a member of staff would be able to look after them. If a little child was to fall asleep then they have cots to put the babies into so then they are not on the floor.
Physical	Health	If the child is ill then they are sent home and if it is contagious then they can't come back until it is gone so then the other kids don't get it. They have talks as well about health education to tell them what healthy foods to eat and what they shouldn't.
Physical	Hygiene	When the children go to the toilets they make sure that they wash there hands thoroughly and when they play out they wear a coat so they don't get a cold. Before starting to make the children's food they make sure that it is all fresh and they make sure that they wash their hands so then no germs are spread.
Physical	Clothes	They make sure that they are properly dressed before playing outside so they don't get cold.
Physical	Shelter	Make sure that the children are in a secure environment so like when it's cold shut all the windows and doors and when it's warm open them.
Intellectual	Exercise their mind	The children learn how to read, write and they get to draw and colour. The Nursery Nurses help them to do this by giving them pictures to colour and they have different little reading exercises to do. They also learn

d

		the alphabet and numbers. They sometimes do this by playing so not only are they learning but they are enjoying themselves aswell.
Emotional	Making sure that all the children are happy and enjoying themselves	To do this make sure that all the children are playing with each other and not being left out, if a child is having a problem or something then the nursery nurse should talk to them to make them feel secure and so they won't get upset.
Social	Making sure that the children are socializing	The nursery nurse will meet this need by making sure that the children are socializing with the other children they make sure that they are playing with the other children, making friends and talking to one another so no one feels left out.

I think that toddlers corner nursery is a good place for children to be looked after as the members of staff are very co-operative and understand the needs of others. They do this by meeting the needs of the children by covering the physical, intellectual, emotional and social care needs. This means that the child will get the teachings that they need by going to toddler's corner.

d3

Toddler's Corner Nursery Nurse Questionnaire

1. Why did you choose to take your child to Toddler's Corner Nursery Nurse?
2. How old is your child?
3. How long has your child been going to Toddler's Corner?
4. What sex is your child?
5. How do you think Toddler's Corner meets their physical needs?
6. Does your child like going to Toddler's Corner?
7. Do you talk to your child about what they did at Nursery?
8. Does your child take part in everything?
9. Does your child like the food that they are given?
10. Do they reassure you that your child will be ok left in their care?
11. How do you think Toddler's Corner meets their Social needs?
12. How do you think Toddler's Corner meets their Intellectual needs?

dl

Grosvenor Mews Residential Home Questionnaire

1. How old is your resident?
2. Why did you choose to take your resident to this residential home?
3. How long have they been living at this residential home?
4. Does your resident enjoy being at this residential home?
5. Do you speak to your resident about what the residential home offers to them?
6. Does your resident take part in outings that take place?
7. Do the care workers meet the social needs of your resident?
8. Do the care workers meet the emotional needs of your resident?
9. Do the care workers meet the intellectual needs of your resident?
10. Do the care workers meet the physical needs of your resident?
11. How many times do you visit your resident?
12. Does your resident have any specific needs?

How people gain access to and use the services

There are three different types of referrals and they are:

- Self referral- A self-referral is where the client goes to the service themselves.
- Professional referral- A professional referral is where a professional will send them to the service.
- Third Party referral- A third party referral is where someone else contacts the service for you like a friend or neighbour.

The referral Process for Toddlers Corner Nursery

- Self-referral, which is where the parents will choose which Nursery, they want their child to go to. This is done by the parents going round a variety of Nursery's to see which one they prefer and which one has the best standards for their child. Then after the parents have looked around they will then decide which Nursery is suitable for there child and then they would put there name on the list for which Nursery they would like to go to.

The Referral Process for Grosvenor Mews Residential Home

- Self-Referral- A Self -Referral is where an elderly person would decide whether or not they can cope on their own or if they would like to go to a care home where they would get looked after and get things done for them if they can't manage it by themselves. If they decided to go into a care home they would look around a variety of care homes and see which one looks the best and would feel more like home because it would be more welcoming. When they have decided which care home they would like to live in then they would go down to that particular home and put their name down and wait for a vacancy if there isn't one.
- Professional Referral- A Professional Referral is where an elderly person would have a health visitor visiting them everyday to see how they are coping and if they aren't quite managing by themselves then they would talk to them and see what they think about moving in to a care home. The health visitor would advise them to go to their General Practitioner and then he/she would tell you whether or not they think you should move into a care home but only if they think that your not coping. If they decide and so do you that you are going to go into a care home then your health visitor would get some leaflets on the different kind of local care homes so then you can see the

different facilities that each home holds. Then if you have an idea on which home that you would like to go to then you would go and have a look around them.

- **Third Party Referral-** A Third Party Referral is where a neighbour might help you to do your shopping as you can't do that much for yourself but then if they think that it is getting a bit out of hand then they might sit down and advise you that maybe you should consider moving into a care home so then you would get looked after. Or if a friend comes round and see's you and release's that maybe you should move into a care home then they would take you to see the different care homes and find out which one they like best and would prefer to live in.

Barriers to care

- **Physical Barriers**

If there is a lack of lifts and a lack of adapted toilet facilities then it could prevent access by people with mobility problems. This could prevent some of the elderly people using the bus facilities if they are in a wheelchair as they won't be able to get to or on the bus. So they won't be able to use these services. I think that they have a wide range of facilities but if there is a lot of elderly people in wheelchairs all wanting to use the same kind of facility at the same time then it would be a problem as it's not a suitable size.

- **Psychological Barriers**

Fear of loosing independence, the stigma associated with some services can lead to people not wanting to use the care services. This is also a problem if people have mental health problems. Like if an elderly person was to go to the health clinic just for a check up they might not want to go because they might be afraid that they will have to go into a residential home to get looked after and they might not want to do that. Normal parents that have children and spend a lot of time with each other might be a problem for the parents' as the child might not want to go to the nursery as they know they will be with new people when they are used to being with their parents'.

- **Financial Barriers**

Charges and fees can deter and exclude the people who have not got the money to pay for the services they need. An elderly person going to a clinic might have to get the bus as it might be too far for them to walk but this might course a problem for them if they don't have that much

money. A parent might have to pay for transport for themselves and their child to get to nursery and this as well would cause a problem if the parent doesn't have that much money and it could end up with the child not going to nursery so they will lose out on education.

- **Geographical Barriers**

In rural areas the location of an organisation may be a barrier to use. This would be done if there were a lack of transport or a really long journey. e1

- **Resource Barriers**

Lack of staff, lack of information about the service or a large demand for the service can prevent people from gaining access to the service they need. This could cause a problem for both the parents' and the child if there was a lack of staff because they might not be able to put as many children in the nursery as usual because of the staff problems as there won't be as many to look after the children and it would be their fault if something was to happen to one of the children. e1

- **Cultural and Language barriers**

Cultural beliefs about who should provide care and how illness and social problems should be dealt with. If there was someone to move into this country that doesn't speak much English or who are deaf they might not want to use the services that are provided because a member of staff might not be able to speak their language or might not be able to do sign language to communicate so this person might feel uncomfortable. e1

Barriers to care for the residents at Grosvenor Mews Residential Home

Physical Barriers

At Grosvenor Mews Residential Home the barrier is that they have no ramps or double doors this could be improved by widening the door ways to get big equipment through or wheelchairs to have automatic doors so then when they want to come in then the doors would open for them as if they were in a wheelchair they wouldn't be able to do it themselves. The good things are that they have a ramp entering the door for people in wheelchairs this is good because wheelchairs can't go up stairs, and a handle to hold on to for the people on foot. Inside the residential home they have a lift and stairs and down stairs toilet facilities so they can go to the toilet easily without any problems. If they didn't have any of these then the resident might be scared of hurting themselves especially on the doors as the spring back really quick and they are heavy. e2

Financial Barriers

This might be a problem for the elderly people that would like to go to Grosvenor Mews Residential Home because to go there it is quite expensive and as the elderly people might not have that much money they might not be able to afford to go to this residential home. It costs around £250-£300 a week depending on how much care the residents will need and if they want a room that has got extra facilities. I think that if someone couldn't afford to go into a home then it would affect their emotional health as they would be upset as they can't afford it and also it would affect their social health as they might not want to talk to people as they might feel embarrassed, it would affect their physical health as they might fall over and hurt themselves as they can't look after themselves properly and they could lose sleep over it and get worried.

e1

e2

To improve this the elderly person would ask their family to help them or if they haven't got anyone to help them then the government will. If an elderly person wants to go into care then they would have to sell their house as they won't be able to afford to keep their house running and to pay to live in the residential home, if they run out of money to pay to live there then the Government will help you to finish paying. If you have over £16 000 they have to pay for most of their care themselves.

e3

Psychological Barriers

The barrier is that when people fear it and lose their independence this problem can be solved by taking the elderly people that are going into care around the residential home so it gives them an idea of what the place is like so then they might consider taking the other people's advice that was given to them. Sometimes people are ready to go into care because some have realized that they are ready because they are finding it hard to manage by themselves and that some of their friends and family might have suggested it to them. The down side to this is that they might know that they should go into care but they don't want to because they are scared that they are going to lose their independence. Some of the elderly people might not want to move out of their home and into a care home with lots of strangers that have lived there for a long time because they would like to do what they want when they want but if they lived there then the care worker would come round and say right it is your turn to go to the toilet this would cause them to lose their independence. If a person has a mental health problem and they can't use the service then this could affect their emotional health because if they feel upset and uncomfortable then this would be hurting them

e3

e2

e1

emotionally. They could also get upset because of their physical health isn't as good and they might think this because as they are not able to use the facilities they might not think that they are capable of anything so this would affect their emotional health. If an elderly person didn't feel that they wanted to go into a residential home then they could give it a try for a couple of days to see how they like it so then at least they know what it would be like and then they will know whether or not they would cope or whether they wanted to try a different residential home so then they could chose one that they liked the best and felt more comfortable and welcomed in.

e2

e3

Overall I think that Grosvenor Mews Residential Home is a good place for the elderly to go as the care workers understand all your needs and are willing to help each and everyday, although they could make some changes to make it better as stated above. If they sorted out these problems then the residents would feel much happy as they have the facilities that they need.

Barriers to care for the children at Toddler's Corner Nursery

Physical Barriers

The barrier at Toddler's Corner Nursery is that they don't have automatic doors this could cause a problem as a mum might have a pushchair and not be able to get it in the ordinary sized door. This could affect the parents' and the child's emotional health and this could affect their social health, as they are not going to the nursery with their friends. This problem would put the parent off taking their child here as it doesn't have the facilities provided that they need. Toddler's Corner Nursery doesn't have a ramp either so there is two problems now for parents that have pushchairs. The nursery needs to think about these problems because it could prevent some parents choosing this nursery for their children. Also it can be a problem if a child is in a wheelchair as there is no ramp or automatic doors. Although inside they do have extra toilet facilities for the children in wheelchairs they have this because they wont be able to get in the usual sized toilets that are provided for the other children. To over come the problems about the doors and the ramps the nursery could get bigger doors and they could make a ramp this would be easier for the children in the wheelchairs and it would make the parents' feel much better.

e1

e2

e3

Financial Barriers

A financial barrier can prevent a parent taking their child to the nursery that they want to go to as it costs a lot of money. For a parent to take their child to a nursery it would cost them £20 per day. This is very expensive. The Land Registry workers only have to pay £13.00 per day whereas The Land Relatives have to pay £19.00 per day. This could be a problem because the parent might be single and not have that much money and not able to afford to take their child to the particular nursery that they want to go to. They can go and look at a different nursery and if that one is still expensive then the parent can go and look for a cheaper nursery. If a parent was put in this position then I think that it would make them feel upset. It would effect the parent's emotional health because they would feel annoyed and upset that they can't take their child to a nursery with all their friends. This could also affect the child's social health because they won't be able to go to the nursery that they want to go to with all their friends. To overcome these problems they can extend the nursery education by giving the children more sessions a week. They start the years at 3 years old but to give them more education then they should start the years at 2 and a half. All parents' should be allowed to have a nursery grant from all of the children's parents'.

e1

e2

e3

Psychological Barrier

A psychological barrier could prevent children in wheelchairs going to a nursery as all the other children would be able to run around and play whilst the child in the wheelchair can't so they would feel left out. The child could become very upset and this could affect their emotional health as they feel left out and not involved with the other kids. This will affect the parents' emotional health. The children that are not in wheelchairs could also have this problem by getting bullied and the case for it might be that they are wearing glasses or that they are bigger than the other children and they think that it is funny to take the mickey out of them, this would make the child feel upset and left out because they would have no one to play with so this would affect their emotional and social health. When the nursery nurse is reading a book for all the children she might stop and ask one of the children what something means and they might not know as they might not understand aswell as the other children do so this could be a problem for the child's education as it would affect their intellectual health. To overcome this the nursery nurse might realise that some of the children don't understand things as

e1

e2

e2

e3

much as some of the other's might so they could go through everything they do with the children to make it clear that they understand what is going on. This also might make the parent upset, as they know that their child is at nursery not able to run around with the other children. This could lead to the parent's taking their child to a nursery where other kids are in wheelchairs so then they don't feel left out. This shouldn't be the case because children shouldn't be left out just because they have a disability it's not right as everyone should be treated the same. A child might not want to leave their parent's knowing that they are not getting involved with the other children at the nursery. To overcome this problem then you would have to educate the other children then they would overcome the problem that the children is slightly different but should be treated the same and make sure that the children get involved with all the activities even if they are specially made for the disabled child. This will make the child feel more comfortable around the other children. If the child or the parent isn't sure about the nursery that their child is going to go to then they can have a trial where the child could go to the nursery for a couple of days to see how they like it and if they like it but they feel a bit uncomfortable then their parent could stay with them and help them to get involved with the other children and make new friends to make them feel more comfortable.

e2

e3

I think toddler's corner nursery is a good nursery for young children to go to, as it is well equipped and they make people feel welcome and make sure that at all times they are not feeling left out. Overall the down side to this I would say is that they need to make some changes as stated above.

GCSE Health & Social Care

January 2004

**UNIT 1:
Health, Social Care &
Early Years Provision**

Candidate 3 - Stephanie

GCSE HEALTH & SOCIAL CARE (DOUBLE AWARD) UNIT 1

HEALTH, SOCIAL CARE AND EARLY YEARS PROVISION

CANDIDATE COMMENTARY – STEPHANIE

Summary:

- The Centre has annotated the assignment which clearly demonstrated to the candidate and moderation process how marks had been awarded.
- The choice of settings was appropriate and gave the candidate opportunity to meet the evidence required.

Strand A	Centre Mark: 2	Moderator: 2	Difference: 0
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a1 The candidate identified how the services fitted into the national frameworks, using a flow diagram, showing the care sector to which they belong. There was a basic explanation of how the services are funded.

There is no evidence to award a2 or a3.

Strand B	Centre Mark: 4	Moderator: 5	Difference: +1
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b1 The candidate describes the roles of two direct care workers, one from each service, correctly. A day-to-day time sheet was written, but shows minimal detail about the tasks that they might be involved in during the day.

b2 There were lists about the qualifications, qualities and skills that would be required by each care worker chosen. These were not totally accurate or informed for both workers. However, the candidate had shown good examples of the nursery nurse using the skills and could be awarded 5 marks.

No attempt had been made for b3.

Strand C	Centre Mark: 2	Moderator: 2	Difference: 0
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c1 The features of the care value base were listed, although there was no evidence to show the understanding that these set of values are derived from the ideas about human rights. There was evidence to show how the care workers used three principles in their daily work. This was minimally done.

Strand D	Centre Mark: 3	Moderator: 3	Difference: 0
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The candidate produced two basic questionnaires to obtain information for this section. This was not a requisite of the strand.

d1 A limited description of the clients needs relating to PIES was produced.

Strand E	Centre Mark: 4	Moderator: 6	Difference: + 2
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e1 The candidate produced a general basic description of barriers that could prevent clients from using services.

They then described, although the evidence was minimal, some of the barriers to each setting chosen and in one incidence showed how the client might feel. There was insufficient evidence to award marks in the e2 strand.

Total:	Centre Mark: 15	Moderator: 18	Difference + 3
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GCSE IN HEALTH AND SOCIAL CARE (DOUBLE AWARD)
Unit Recording Sheet for Unit 1: Health, Social Care and Early Years Provision



Please read the instructions printed below. One of these sheets, suitably completed, should be attached to the assessed work of each candidate.

Specification Code	1493	Unit Code	4869	Session	Jan / June	Year	2	0	0	4
Centre Name						Centre Number				
Candidate Name	STEPHANIE					Candidate Number				

Evidence: a profile based on the study of two different health and/or social care and/or early years services.

Please note: This form may be updated on an annual basis. The current version of this form will be sent out automatically by OCR to the Examinations Officer in the Centre upon receipt of provisional entries. You may also refer to OCR website (www.ocr.org.uk) for current version.

Authentication by the Teacher

I declare that to the best of my knowledge, the work submitted is that of the candidate concerned. I have attached details of any assistance given beyond that which is acceptable under the scheme of assessment.

Signature: _____ Date: 4.12.2003

Guidance on Completion of this Form

- 1 One sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- 4 Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.
- 5 Sign and date the Authentication statement.

Please see over

ONE NBK

Criteria			Teacher Comment	Location	Mark
a1 Identify how each service fits into the national framework, how they are funded and the care sector to which they belong. 0 1 2 3	a2 Use some of the information collected to define in detail how each service is funded at national and local level. 4 5	a3 Interpret information and draw logical conclusions to show how funding at national and local levels affects service provision. 6 7	National framework given for both services. Description for framework funding given. Care sectors identified.	1-6	2
b1 Describe the roles of two direct care workers (one in each service), correctly describing the day-to-day tasks they would do. 0 1 2 3 4	b2 Make informed suggestions about the qualifications, qualities and skills that would be required by each care worker chosen. 5 6 7	b3 Review and assess possible alternative routes to obtaining qualifications and skills required for the job roles chosen. 8 9	Main roles for each job given. Day to day tasks given. Qualifications identified. Qualities + skills - basic for care assistant OK for nursery nurse. 3 components of the RUS given. 3 examples of its use by each care worker given. Basic	7-14	4
c1 List the features of the care value base. Describe how each care worker would apply the care value base in their day-to-day tasks. 0 1 2 3	c2 Explain different ways that a range of features of the care value base is used to guide the care workers in their day-to-day tasks. 4 5 6	c3 Compare ways that the care value base would be applied by each care worker, explaining the effects on the client if the care value base was not applied. 7 8		15a-17	2
d1 With help, carry out and record the different types of client groups that would use the services. Describe the main needs of each client group. 0 1 2 3 4 5	d2 Carry out and record in detail the different needs of client groups using each service, explaining how the service provides for their needs. 6 7 8	d3 Analyse how well each service meets the different needs of clients. Draw logical conclusions about the effects this may have on client groups. 9 10 11	Interviews for both services done (Basic). Basic consideration of the needs of clients P.E.s.	18-25	3
e1 Produce a basic description of barriers that could prevent clients from using the services. 0 1 2 3 4 5 6 7	e2 Produce a detailed explanation of the barriers that could prevent clients from accessing services. Describe the effects on clients. 8 9 10 11	e3 Produce a comprehensive account to show how barriers to services could be overcome. Draw conclusions about how this would help to empower clients. 12 13 14 15	More than 3 barriers for different groups included. Short account with basic examples given.	26-30	4
Total/50					15

URS 738 Revised May 2003

1493/1/URS

Health social care

and early year provision

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**Ways in which each services meets the needs of individual
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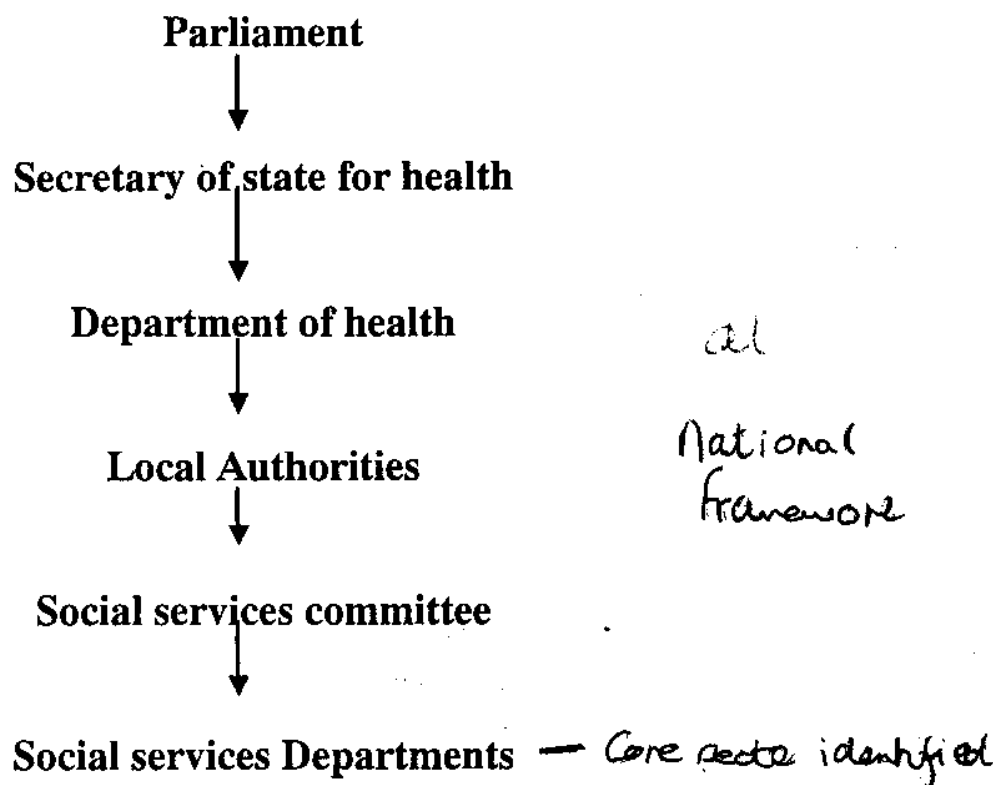
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**Barriers the could prevent clients from using the services
Pages 18-30**

CARE WORKER

MILBANKE IS IN KIRKHAM BECAUSE THERE ARE LOTS OF PEOPLE THAT WOULD NEED TO USE THE HOME. IT IS CONVENIENT FOR FRIENDS AND FAMILY TO VISIT. IT IS ALSO EASY FOR THE CLIENTS TO GO INTO KIRKHAM TO THE SHOPS OR DOCTORS OR OPTICIANS. KIRKHAM ALSO HAS A TRAIN STATION AND THIS GIVES EASY ACCESS TO BLACKPOOL, PRESTON AND LYTHAM ST. ANNES.

Good ideas



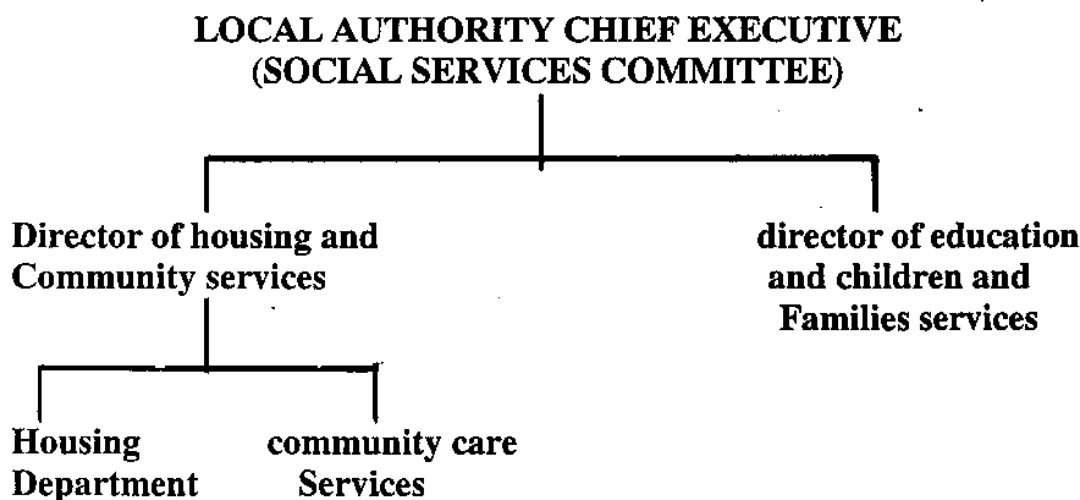
THE LOCAL AUTHORITY IS UNDER THE CONTROL OF DEPARTMENT OF HEALTH WHO IN TURN REPORT TO SECRETARY OF STATE FOR HEALTH .

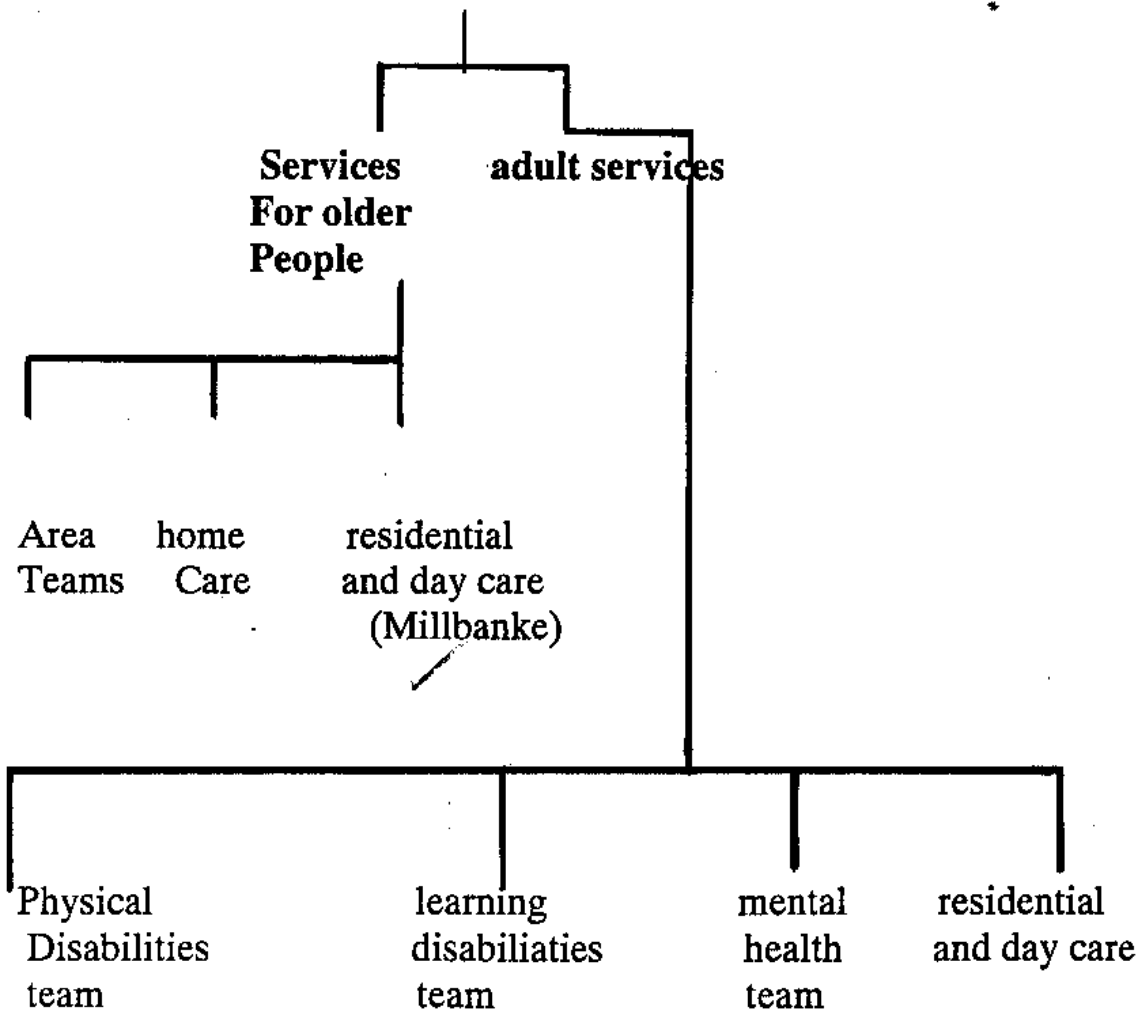
ULTIMATELY PARLIAMENT IS OVER ALL RESPONSIBILITY.

THE LOCAL AUTHORITY FUNDS MILBANKE HOME FOR THE ELDERLY. IT COMES UNDER THE AUTHORITY OF THE DIRECTOR OF HOUSING AND COMMUNITY SERVICES, THIS MEANS THAT IT IS STATUTORY.

IF THE CLIENT HAS LESS ^{10,000} £1000 INCLUDING THE VALUE OF THEIR HOME THEN SOCIAL WILL THE COST OF RESIDENTIAL CARE. IS AT LEAST £300.00 PER WEEK, THIS DOES NOT INCLUDE NURSING CARE. LOCAL AUTHORITY WILL USE PART OF THE PENSION OF THE CLIENT TO HELP PAY FOR CARE. IF YOU HAVE OVER £1600 THE LOCAL AUTHORITY WILL NOT PAY FOR YOUR CARE. BETWEEN £1000 AND £1600 WILL PAY A CONTRIBUTION ON A SLIDING SCALE.

Funding given at.





Good Millbanke has been located on the diagram

you need to write out in words what the diagram are showing

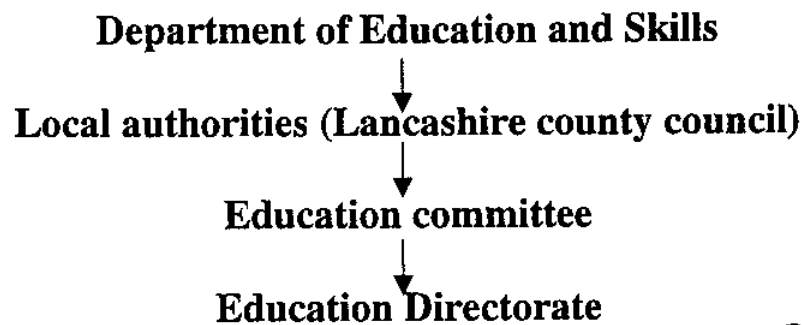
HAPPY DAYS NURSERY

SETTING – HAPPY DAYS NURSERY

HAPPY DAYS NURSERY IS IN KIRKHAM BECAUSE THERE ARE MANY YOUNG FAMILIES WITH YOUNG CHILDREN SO THERE IS A NEED FOR A NURSERY. *at*

HAPPY DAYS NURSERY IS PART OF THE EARLY YEARS PROVISION FOR YOUNG CHILDREN. IT IS A PRIVATE NURSERY BECAUSE THE PARENTS PAY FOR THE CARE. *at - care sector identified*

How Happy Days Nursery fits into the National Framework for early years provision.



Happy days nursery

Registers
And monitors
Daynurseries
Playgroups
Childminders
Crèches

providers
4- 16 schools
inspected
by Ofsted

at national framework

4 5

THE DIAGRAM HOW IT SHOW IN THE ENGLAND AND WALES *al*

AT HAPPY DAYS NURSERY IN KIRKHAM THE PARENTS WILL HAVE TO NURSERY FEES FOR THERE CHILDREN UNDER THREE YEARS OLD. THE PARENTS ARE DROPPING THEM OF AT HAPPYS DAYS NURSERY BEFORE WORK AND PICK THEM UP AFTER WORK THE PARENTS MIGHT BE WORKING PART TIME AT BAE SYSTEMS.

AT THE NURSERY EDUCATION IS AVAILABLE FOR AT LEAST 2 HOURS ½ DAYS PER DAY UP TO 5 DAYS OVER 33 WEEKS AT THE NURSERY. THE PARENTS COULD BE WORKING AND THEY COULD GET A PHONE CALL AT WORK TO SAY THAT THEIR CHILD IS ILL, THEY MAY NEED TO GO AND PICK THEM UP FROM HAPPY DAYS NURSERY IN KIRKHAM. IT WILL COSTS TO TAKE YOUR CHILDERN TO HAPPY DAYS NURSERY IT WILL BE FULL DAY AT THE NUSERY £13.00 PER DAY ALL MEAL INCLUDED AND IT WILL COSTS FOR A HALF A DAY AT HAPPY DAYS NURSERY £7.75 .

Funding
Funding

... ..

... ..



8 6



THIS IS A DESCRIPTION OF THE QUALIFICATIONS, QUALITIES AND SKILLS THAT A CARE WORKER WOULD NEED.

AS RESIDENTIAL SOCIAL WORKER, YOU MUST BE COMMITTED TO HELPING PEOPLE SOLVE PROBLEMS, AND ENABLING THEM TO MAINTAIN OR DEVELOP AS MUCH INDEPENDENCE AS POSSIBLE.

bl.

COMMUNICATION AND INTERPERSONAL SKILLS ARE VERY IMPORTANT QUALITIES IN DEALING WITH CLIENTS. YOU MUST BE ABLE TO LISTEN CAREFULLY AND ASK THE RIGHT QUESTIONS TO FIND OUT MORE ABOUT THE RESIDENT'S NEEDS. YOU WILL ALSO NEED GOOD TEAM WORKING SKILLS FOR EXAMPLE, TO WORK ALONG SIDE PSYCHOLOGISTS, DOCTORS, NURSES, CARE ASSISTANTS AND PROBATION OFFICERS.

*Qualities + skills
D2.*

ANNE IS A CARE WORKER WHO WORKS AT MILBAKE RESIDENTIAL CARE HOME FOR THE ELDERLY IN KIRKHAM.

Good

**A DAY IN A LIFE OF A CARE WORKER
THE CARE WORKER STARTS WORK AT 7:00**

*Day-to-day
bl. tasks.*

7:15 THE CLIENTS MAY LISTEN TO THE RADIO

8:00 THE CARE WORKER WILL HELP THE CLIENTS TO GET UP AND DRESSED, SHE MAY NEED TO HELP THEM WITH THE TOILET.

8:45 THE CLIENTS HAVE BREAKFAST, THE CARE WORKER MAY NEED TO HELP THE CLIENTS WITH THIS

9:30 THE CLIENTS MAY HAVE DOCTORS AOR HAIRDRESSERS APPOINTMENT. THE CARE WORKER WOULD TAKE THEM TO THESE. IF THEY DO NOT THEN THE HOME MAY HAVE AN ACTIVITY ORGANISED, SUCH AS GAMES LIKE CHESS OR MONOPOLY. THE CARE WORKER MIGHT HELP THE CLIENTS MOVE THE PIECES ON THE BOARD GAME.

b1

12; 00 THE CAREWORKER WOULD SERVE THE LUNCHS TO THE CLIENTS AND SOME MAY NEED HELP TO FEED THEMSELVES.

1;00 SOME CLIENTS MAY NEED A NAP IN THEIR BEDS AND THE CARE WORKER WOULD HELP THEM UPSTAIRS AND GET THEM COMFORTABLE.

b1

1;30 THE CARE WORKER WOULD DO ANY CLEANING OR IRONING OR DOMESTIC WORK THAT NEEDED TO BE DONE. THE CARE WORKER COULD TAKE THE CLIENT OUT INTO THE TOWN SHOPPING.

4:00 THE CLIENTS HAVE DRINKS SERVED TO THEM.

5:00 TEATIME: THE CARE WORKER WOULD HELP SERVE AND FEED THE CLIENTS IF NECESSARY.

b1

6:00 THE CARE WORKER FINISHES FOR THE DAY.



QUALIFICATIONS OF A CARE WORKER

2 'A' LEVELS PLUS GCSE A-C NVQ LEVEL 3 IN
SOCIAL CARE

b1/b2

PERSONAL QUALITIES

FRIENDLY
UNDREANDING
GOOD HEALTH

THE SKILLS

IT SKILLS
LISTENING SKILLS
TELEPHONE SKILLS
CAN WORK AS PART OF A TEAM
CAN INDEPENDENTLY
ABLE TO DRIVE A CAR
GOOD MANUAL DEXTERITY
ATTENTION TO HEALTH AND SAFETY
GOOD COMMUNICATION SKILL:
• VERBAL
• WRITTEN
• NON-VERBAL

List of skills

b2

QUALITIES

FRIENDLY

THE CAREWORKER MUST BE FRIENDLY TO THE CLIENT AND HELP THEM TO AROUND

UNDERSTANDING

YOU MUST UNDERSTAND WHAT PROBLEMS THEY HAVE

GOOD HEALTH

WHEN THE CLIENT GET THEY MUST GOTO THE DOCTOR.

SKILLS

ITSKILLS

ANNE WILL NEED IT SKILLS TO WRITE UP STATEMENTS ABOUT THE CLIENTS, e.g. IF THE CLIENT HAS FALLEN OVER SHE WOULD NEED TO WRITE IT UP IN THE BOOK.

b2

attempt at showing how the skills are used

LISTENING SKILLS

ANNE MUST LISTEN TO THE CLIENT IF THEY HAVE ANY PROBLEMS.

TELEPHONE SKILLS

ANNE MUST ANSWER THE TELEPHONE IN A NICE WAY TO THE FAMILY OF THE CLIENT.

b2

WORKING AS PART OF A TEAM

ANNE WOULD WORK AS PART OF A TEAM MOST OF THE TIME, IT IS IMPORTANT THAT SHE IS ABLE TO GET ON WELL WITH OTHERS SO THAT THE CLIENT FEELS COMFORTABLE IN THE HOME. ONE WAY

b2

NURSERY NURSE

THIS IS A DESCRIPTION OF THE QUALIFICATIONS, QUALITIES AND SKILLS THAT A NURSERY NURSE TEACHER WOULD NEED.

ANNE IS A NURSERY NURSE TEACHER WHO WORKS AT HAPPY DAYS NURSERY, SHE LOOKS AFTER BABIES AND CHILDREN UP TO THE AGE OF 8 YEAR OLD. SHE ORGANISES ACTIVITIES LIKE GAMES, COOKING, AND PAINTING, SHE PLAYS WITH THE CHILDREN. ANNE WILL READ TO THE CHILDREN, TEACH THEM SONGS AND TALK TO THEM. HELPING CHILDREN TO DEVELOP IS IMPORTANT.

b1

A DAY IN THE LIFE OF NURSERY NURSE.

Day to day tasks

8.00 SET OUT ACTIVITY AND TOYS LIKE BUILDING BRICKS, SANDPIT, CARS.

8.30 GREET THE CHILDREN AND GIVE THEM BREAKFAST.

b1

9.00 MAKE TOAST AND DRINKS OF MILK FOR THE 3-4 YEAR OLDS

9.30. PLAY GAMES WITH THE CHILDREN.

10.30 READ STORIES

12.00 HELP CHILDREN WITH LUNCH

1.00 PUT CHILDREN DOWN FOR A NAP

2.30-3.00 GET CHILDREN UP AND HELP THEM HAVE A WASH AND GO TO THE TOILET

3.15 SING AND PLAY GAME

4.00 HELP CHILDREN WITH AFTERNOON TEA

5.30 GREET PARENTS AS THEY COME TO PICK THEIR CHILDREN UP

6.00 PUT ALL TOYS AWAY

b1.

6.30 CLOSE FOR THE DAY

QUALIFICATIONS OF A NURSERY NURSE

GCSE

NVQ

b1-basic

PERSONAL QUALITIES

SENSE OF HUMOUR

PATIENT

TACTFUL

SYMPATHETIC

THE SKILLS

GOOD COMMUNICATION SKILLS:-

VERBAL

WRITTEN

NON-VERBAL

List .

b2

PROFESSIONAL APPROACH

OBSERVATION SKILLS

ASSESSMENT SKILLS

LISTENING SKILLS

SUPERVISION OF OTHERS

**RECORD KEEPING
CAN WORK AS PART OF A TEAM
CAN WORK INDEPENDENTLY
GOOD MANUAL DEXTERITY
ATTENTION TO HEALTH AND SAFETY**

**ANNE WOULD USE HER COMMUNICATION SKILLS
WHEN SHE SPEAKS TO THE PARENTS IN A
MORNING AND AGAIN WHEN THEY PICK UP THEIR
CHILDREN. SHE WOULD COMMUNICATE WITH THE
CHILDREN ALL DAY FOR E.G. SHE WOULD PLAY
GAMES WITH THEM, SHE WOULD SHOW THEM
HOW TO PLAY NICELY AND TALK TO THEM.**

b2

**ANNE MUST TALK TO THE CHILDREN VERY
VERBAL AND LISTEN, READ TO THEM, TELL THEM
STORY.**

b2.

**ANNE MUST BE KIND TO ONE ANY AND DON'T PICK
FUN FACE.**

**ANNE USES LISTENING SKILLS TO HELP HEALTH
THE CHILDREN EG SHE HAS TO LISTEN WHEN THE
CHILDREN ARE READING TO READ TO HER.**

b2.

**ANNE USES SUPERVISION SKILLS WHEN SHE IS
LOOKING AFTER THE CHILDREN EG WHEN THEY
ARE PLAYING OUTSIDE.**

**ANNE USES RECORD KEEPING WHEN SHE RECORDS
ACCIDENTS IN THE ACCIDENT BOOK AND WHEN
SHE RECORDS THE NAMES OF THE CHILDREN
PRESENT IN THE NURSERY.**

b2

*(b) - main roles given Day to day tasks given. Qualifications attempted.
Qualities + skills given
Good examples of the nursery nurse using it to skills*

STEPHANIE:

(b#)

12 13

AT HAPPY DAYS NURSERY IN KIRKHAM THE PARENTS ALL NURSERY FEES FOR THERE CHILDREN UNDER THREE YEARS OLD. THE PARENTS ARE DROPPING THEM OF AT HAPPYS DAYS NURSERY BEFORE WORK AND PICK THEM UP AFTER WORK THE PARENTS MITE BE WORKING PART TIME AT BAE SYSTEMS. AT NURSERY THE

Care value base

- 1. promoting anti – discriminatory practice**
- 2. maintaining confidentiality of information**
- 3. promoting and supporting individuals rights to dignity**
- 4. acknowledging individuals personal beliefs and identity**
- 5. protecting individuals from abuse**
- 6. promoting effective communication and relationships**
- 7. providing individualised care**

USING THE CASE VALUE BASE ANNE A CAREASSISTANT FOR OLDER PEOPLE

MAINAINING CONFIDENTIALITY OF INFORMATION

Anne will keeps the clients information safe in a locked up cupboard the value in clients is protected and the care.

C1

ACKNOWLEDGING INDIVIDUALS PERSONAL BELIEFS AND IDENTITY

The client needs respect from not just the care worker but other staff members. They need to be given a choice i.e.- what to wear, what to eat.

C1.

Promoting an individuals rights

The clients need support in the care home and dignity at all time. The care worker must not shout at the clients.

C1.

You need to list the features of the CVB

also need to say how the nursery nurse will use the CVB

**Using the care value base sue a nursery nurse
For children**

Mainaining confidentiality of information

Sue should keep the information about the children crept I a locked up filing cupboard.

C1

Acknowledging individuals personal beliefs and identity

The children needs respect from not just the nursery nurse but other staff members at happy days . They need to be given them a choice in what to wear and what food to eat

C1

Promoting an individual rights

The children need support in the nursery at

all time and a bit of dignity the nursery nurse must not shout at the children

17

C2 3 components of the CVB given:
3 examples of use by each worker
given

INTERVIEW

1. What age group attend the nursery ?

Ans. 0 – 5

2. How many children attend the nursery ?

Ans. 32

3. What variety of food do you offer?

Ans. A small variety is on offer, we do cater for medical reasons.

4. How many staff do you have?

Ans. 7

5. Is there anywhere for the children to sleep?

Ans. Yes a quiet room is provided.

6. Do you change the baby's nappies?

Ans. Yes

7. Would you provide a clean set of clothes if a child gets Dirty?

Ans. Yes

8. What would you do if the child was ill?

Ans. Contact parents.

9. Do you take the children out at all e.g. Park, swimming?

Ans. To the park.

10. Are the children encouraged to mix?

Ans. Yes at all times.

11. How would you comfort them if upset?

Ans. We would take them to one side.

dl.

INTERVIEW OF THE CARE ASSISTANT

1. How many residents do you have in the home?

Ans. fourteen

Interview d1

2 Do you take the clients out on a trip?

Ans. Yes

3 Is the corridor wide enough for 2 wheel chairs?

Ans. No

4 Is there a bar at the side of the bath?

Ans. Yes

5. Do the clients do activities in the home?

Ans. yes

d1.

6. What times does the family come to see them?

Ans. Anytime

7. Do the clients go out with the care worker to Kirkham?

Ans. Yes

8. Certain clients with dietary needs?

E.g. diabetic

Allergies to certain foods religious beliefs

9. How many residents do you have in the following age group?

Ans. 60- 65

Basic interview



From my interview with the nursery nurse I found the main clients were children from 13 months up to 5 years. The parents of these children are also clients because drop their children off before they go to work.

Physical needs

The nursery sees to the clients physical needs by, giving them a drink at 9:00am and 4pm they have lunch at 12:00 clock with no choice. The children have a variety of toys to play with. Depending on their age, for example the babies have soft toys and the 4 years olds have building bricks. Nursery assistants supervise the children playing games eg educational games. *d1*

Social needs

The children are taught to share the toys when in their age groups. All the groups come together for story time. *d1*

Intellectual needs

The nursery sometimes put the children into groups for different activities e g painting. Reading this helps them to learn before they go to school. *d1*

Emotional needs

When a child is upset one of the nursery nurses takes them into the kitchen for an biscuit. This makes them feel special and not so unhappy. *d1*

Analysis of the interview with the care assistant.

From my interview with the care worker I found that the main clients were aged 81-85 years old *dl*

Physical needs

The careworker sees to the clients physical needs by taking them out i.e. to coffee morning or once or twice a week into town. They have help with their food and drink. They have exercise class to keep them mobile. *dl*

Social needs

The clients go on trips with the careworker e.g. Blackpool, Preston, Lytham St Anne and to events at church. *dl*

Intellectual needs

The careworker sometimes put the clients into groups for different activities. E.g. bingo , gardening , baking staff supervise the clients , *dl*

Emotional needs

So clients get upset because they don't get any visitors

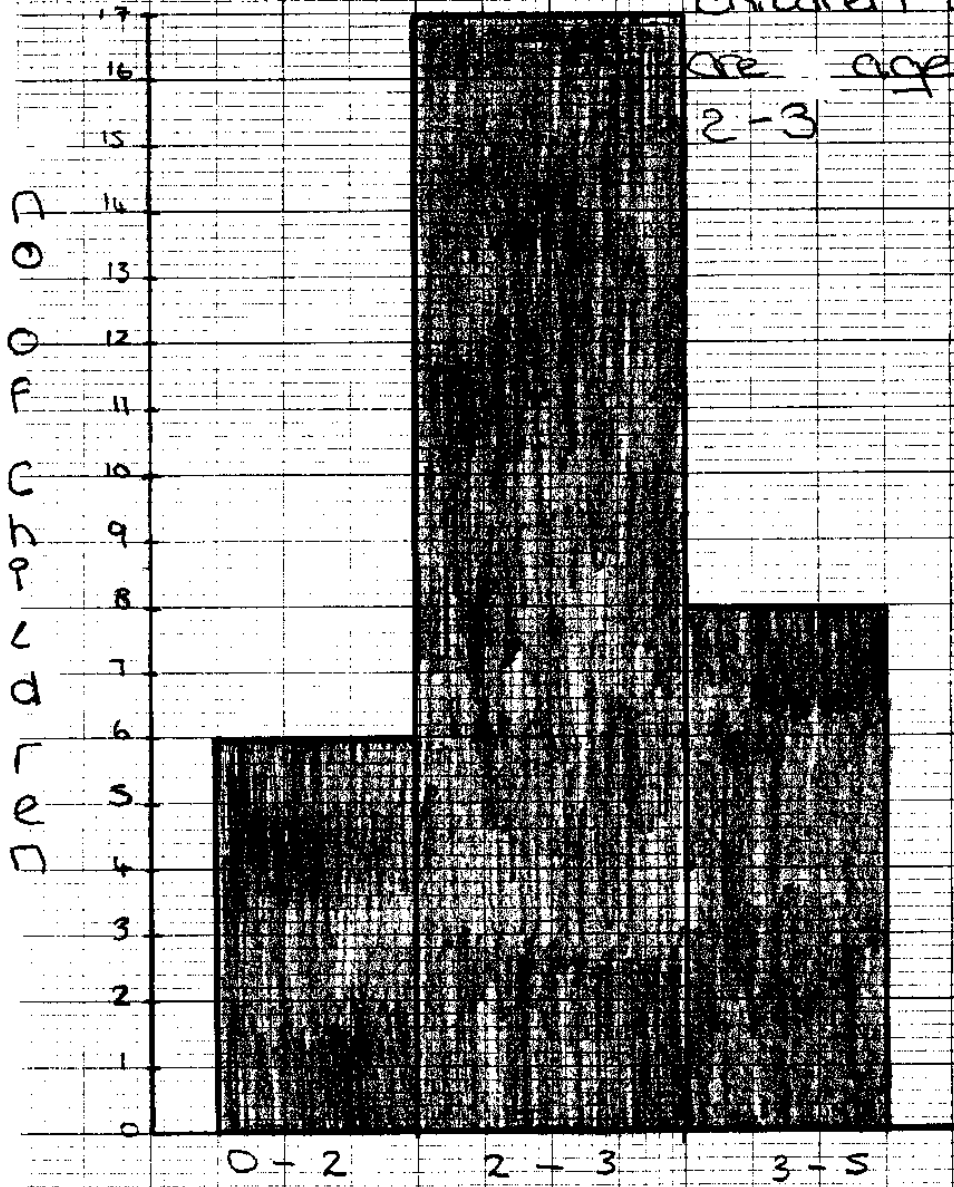
The careworker will talk to the clients and make compliment them. *dl*

*d = 3 marks given because interviews done - but these
could ask more questions*

all needs considered

Bar chart to show the number of children at different ages in Happy day nursery

This graph shows the majority of children in the nursery are aged between 2-3

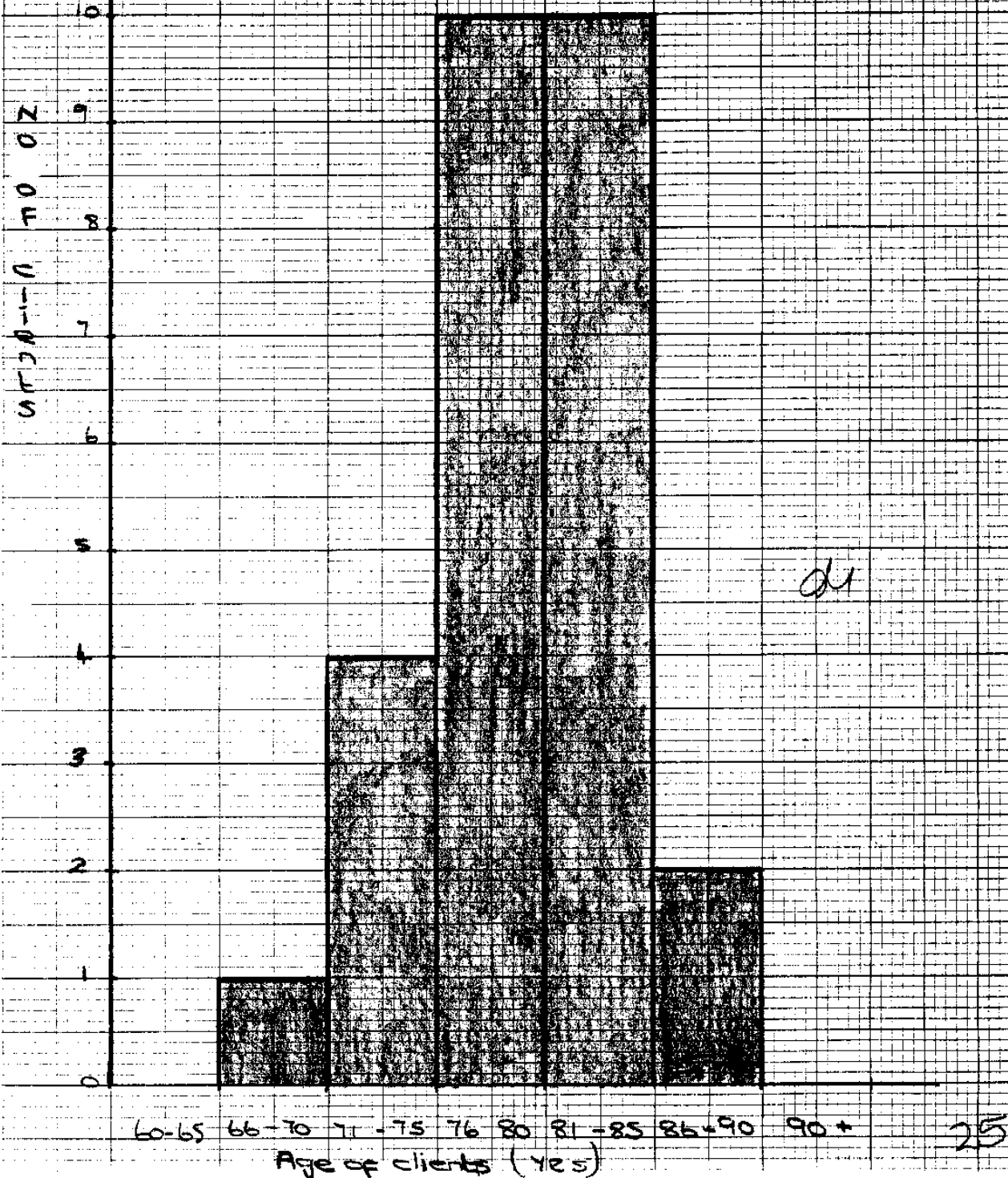


Age of children in nursery in years

dl

24

Bar chart to show the number of
clients of different ages in
MILBANE



barriers to care

- 1. Physical barriers**
- 2. Cultural and language barriers**
- 3. Psychological barriers**
- 4. Resource barriers**
- 5. Financial barriers**
- 6. Geographical barriers**

Physical barriers

Physical barriers are lack of lift and of lack of adapted toilet.

e.

Resource barriers

There is a lack of staff and a lack of information in the services and a lack of money to fund services or a large demand for services can

prevent people from gaining access to services when they need or want them.

Geographical barriers

There is also a lack of public transport or a long bus or car journey is required to get their journey.

Psychological barriers

Fear of losing independence because of stigma associated with some services and not wanting to be looked after can deter people from making use of

Care services.

Mental health problems can also prevent those in need from accessing services.

Cultural and language barriers

The cultural barriers is all about cultural beliefs And the use of the correct language so the client can be understood.

Financial barriers

The fees can be very high and some people might find them difficult to afford. This makes financial a barrier to the client

E1

Barriers to Benella nursery

1. Physical barriers
2. Cultural and language barriers
3. Psychological and language barriers
4. Resource barriers
5. Financial barriers
6. Geographical barriers

Physical barriers

This is a barrier because Benella is not suitable for people in wheelchairs.

e1.

Cultural and language barriers

This can be a barrier because a child could be deaf and need someone to sign for them, or have speech difficulty and need a speech therapist.

e1.

Financial barriers

Parent pay for the children to go to Benella.
It could be a problem.

e1.

Barriers to access to Millbanke Care home for Older people

Lack of resources

They could be a lack of staff, and they will a waiting list for the client and depend on no of bed and a lack of money.

e1

Geographical barriers

This is not a barrier because it is near a bus route, train station, doctors, dentist, shops etc.

e1

Cultural and language

Ask, if any contact s for an interpretation – or the family to help with communication or if any friends can help. Contact social service to see if they can help in any way.

e1

The people who are deaf would need people to communicate With sign language. A blind person would need Braille.

implied

Funding

Money could be a barrier at a cost of £ 385-00 per week a client would more than likely have to sell their home.

e1

Psychological barriers

Some clients that go into milbanke find it difficult to cope because they feel they have lost their independence this could be over come by respite care .

e1

Barriers to the care at milbanke

Physical barriers

This is not a barrier at milbanke because there are lifts, wider corridor, lower toilet and ramps.

e1

Funding barriers

This is a barrier to clients entering milbanke care home. To stay at milbanke costs £385-00 per week. This is a lot of money and most people could not afford this unless they sold their house

e1

Psychological barriers

This is a barrier because some people do not want go to a care home. This because they could loss there dignity and independence

e1

Cultural and language

e More than 3 barriers from different groups included

A short account has been given

e4

