|  |
| --- |
| **B1 Skills and attributes in health and social care**  |
| * problem solving
* observation
* dealing with difficult situations
* organisation
 | Attributes: * empathy
* patience
* trustworthiness
* honesty
 |
| Making change happen | notanotherstudentnurse**B2 Values in health and social care** The 6 Cs: * care – receiving correct and consistent care
* compassion – empathy, respect and dignity
* competence – skills and knowledge to deliver effective care, based on research
* communication – involving individuals and/or carers and listening
* courage – doing the right thing and speaking up when concerns arise
* commitment – to improve care and experience for individuals
 |
| B3 **The obstacles individuals requiring care may face** **Definition of obstacles*** something personal to an individual that blocks a person moving forward or when action is prevented or made difficult

**Potential obstacles and their impact on the individual**: * emotional/psychological – lack of motivation, low self-esteem, acceptance of current state, anxiety, stress
* time constraints – work and family commitments
* availability of resources – financial, equipment, amenities
* unachievable targets – unachievable for the individual or unrealistic timescale
* lack of support – from family and friends
* other factors specific to individual – ability/disability, health conditions, addiction.
 |
| Person-centred-approach - Manton Heights ABI UnitB4 **The benefits to individuals of the skills, attributes and values in health and social care practice** * be supported to overcome their own personal obstacles
* receive high quality care
* receive person-centred care based on individual wishes
* be treated with respect
* not be discriminated against
* be empowered and have independence
* be involved in care decisions
* be protected from harm
* feel comfortable to raise complaints
* have their dignity and privacy protected
* have their confidentiality protected
* have their rights promoted
 |