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| **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 | |