

## BTEC Tech Award Health and Social Care Component 2—Learning Aim A

### Knowledge Organiser

*Understand the different types of Health and Social Care services and barriers to accessing them.*

#### A1: Health and Social Care Services

##### Health Care Services

###### Primary Care Services

Usually the service which an individual would access first if they had a health issue. For example: GP, dentist, optometry.

###### Secondary and Tertiary Care Services

Secondary/tertiary care refers to services provided by medical specialists who generally do not have the first contact with a patient but they have had a referral from the primary service. For example: cardiologists (heart disease) and neurologists (for problems with the nervous system).

###### Allied Health Professionals

Allied health professionals provide treatment and support for adults and children who are ill, have disabilities or additional needs. They work across a wide range of different settings including the community and people's homes, as well as hospitals. For example: dietitians, physiotherapists and occupational therapists.

###### Social Care Services—includes informal support offered by friends and family

Services for children and young people, e.g. foster care, residential care, youth work

Services for adults or children with specific needs (learning disabilities, long-term health issues), e.g. residential care, respite care, domiciliary care

Services for older adults, e.g. residential care, home care services.



#### A2: Barriers to accessing Services

Some individuals cannot access services due to barriers which prevent (stop) them from doing so. You must know about these and make realistic suggestions on how they can be overcome.



**Physical barriers**, e.g. issues getting into and around the facilities—e.g. poor wheelchair access or uneven roads and pavements

**Sensory barriers**, e.g. hearing and visual difficulties

**Social, Cultural and Psychological barriers**, e.g. lack of awareness, differing cultural beliefs and religious beliefs

**Language barriers**, e.g. English not being a first language or language impairments

**Geographical barriers**, e.g. distance of service provider—the service is too far to get to or poor transport links

**Intellectual barriers**, e.g. learning difficulties, not understanding information

**Resource barriers** for the service provider, e.g. staff shortages, lack of local funding

**Financial barriers**, e.g. charging for services, cost of transport, loss of income while accessing services.

**Key Words:** primary care, secondary care, allied health professionals, formal and informal support, domiciliary care, types of barriers