

Key terminology	Skills in health & social care		Attributes in health & social care			
<p>Values = principles and standards that we use to guide our thoughts, decisions and behavior</p> <p>Care values = ways in which H&SC practitioners work with individuals</p> <p>Skill = the ability to undertake a certain task eg problem solving, organisation skills</p> <p>Attribute = a quality or characteristic that is part of someone’s personality eg patience, honesty</p> <p>Empathy = ability to understand and share the feelings of another person</p> <p>Vulnerable = a person can be more easily influenced or abused</p> <p>Exploitation = taking advantage of someone for your own benefit</p> <p>Prejudice = an unreasonable feeling against a person or group of people</p> <p>Discrimination = treating a person or group of people differently from others</p> <p>Jargon = special, slang or technical words that are difficult for another people to outside the profession or group to understand</p> <p>Collaboratively = working well together</p> <p>Self-respect = valuing oneself</p> <p>Dignity = being respected and treated with care</p> <p>Empowerment = being in control</p> <p>Compassionate = showing concern for others</p> <p>Safeguarding = keeping people safe</p> <p>Person-centred approach = respecting and empowering individuals</p>	Problem solving	<ul style="list-style-type: none">• Prioritising• Resolving conflict	Empathy	<ul style="list-style-type: none">• Taking time to listen and care• Actively listen• Showing sensitivity to what others say• Having genuine concern for other people		
	Observation	<ul style="list-style-type: none">• Knowing what is normal for a person so that change can be measured against the norm. This might include: blood pressure/colour of skin/mood changes/mobility			Patience	<ul style="list-style-type: none">• Ability to wait• Not giving up• Demonstrating self-control
	Dealing with difficult situations	<ul style="list-style-type: none">• Supporting people who are dying or bereaved.• Being asked to do something you don’t agree with• Being asked to do something you are not skilled or qualified to do• Witnessing unprofessional behaviour				
	Organisation	<ul style="list-style-type: none">• Focus on and meet the needs of service users• Prioritising tasks• Not getting distracted	Honesty	<ul style="list-style-type: none">• Being honest doesn’t mislead people• Honesty includes challenging discrimination of others, reporting poor practice or mistakes, breaking bad news to a service user and recognising your own prejudice and discrimination		
	The 6 Cs of compassionate care					
	Care	Helps to improve an individual’s health and wellbeing. Care should be tailored to each person’s needs and circumstances				
	Compassion	Shows that the care worker understands what the individual is experiencing.				
	Competence	Having the skills and knowledge to do your job well and efficiently.				
	Communication	How to adapt to individuals and their circumstances to ensure important information is given and shared – keeping the individual at the heart of everything that is done. This includes spoken language, body language and listening.				
	Courage	Protecting individuals by speaking up if you think something is wrong; being brave enough to own up if you have made a mistake				
	Commitment	Carrying out your duties to care for others to the best of your ability. Continuously improving the care experience for individuals by ensuring you have up-to-date skills and knowledge.				

Key terminology	Obstacles individuals may face		Examples
<p>Obstacle = something personal to an individual that blocks a person moving forward or reaching a goal</p> <p>Self-esteem = how a person feels about themselves – can be high or low</p> <p>Motivation = drive and enthusiasm</p> <p>Unachievable = had able to meet something</p> <p>Addiction = not having control over doing, taking or using something to the point where it could be harmful to you.</p> <p>Dignity = being treated with respect</p>	Psychological	Relating to a person's emotional state – eg how scare they might feel in a certain situation	<ul style="list-style-type: none"> Not motivated to give up smoking or exercise more Lacking confidence to travel to a hospital appointment Needle phobia
	Unachievable targets	If targets to improve health are not achievable, people will not be motivated to try to reach them.	<ul style="list-style-type: none"> Exercises are too hard or too complicated Timescales are unrealistic to achieve
	Time constraints	When work or family commitments make it difficult for an individual to attend appointments	<ul style="list-style-type: none"> People might not be able to take time off work to attend appointments Nobody to look after young children
	Lack of support	Without support from family and friends, people might find it difficult to get the care they need.	<ul style="list-style-type: none"> Nobody to drive them to appointments No practical support at home No encouragement No help to take medication/understanding
	Availability of resources	A lack of resources, or not being able to access them can affect a person's access to care – eg a lack of financial resources or unable to access equipment or amenities	<ul style="list-style-type: none"> A person on a low income cannot afford transport costs, exercise classes or prescription charges No transport Might have to travel outside of area for some appointments
Benefits to individuals of good care		Other factors	<ul style="list-style-type: none"> Disability – pain, reduced mobility, confusion, social isolation Heath conditions – hearing and sight impairment, cognitive impairments Addiction – drugs, alcohol – afraid of being stigmatised
<p>An individual who is well care for:</p> <ul style="list-style-type: none"> Is supported to help them overcome their personal obstacles Receives high-quality care Receives person-centred care Is treated with respect Is NOT discriminated against Is empowered and has independence Is involved in the decisions that affect them and their care Is protected from harm Is comfortable raising complaints or concerns Is treated with dignity and has their privacy protected Has their confidentiality protected Has their rights promoted 			