Unit 9: Empowering Users of Health and Social Care Services

Unit code: D/601/1598
QCF level: 4
Credit value: 15

• Aim
The aim of this unit is to enable learners to explore how to empower individuals using health and social care services in order to maximise their independence.

• Unit abstract
It is essential for all health and social care professionals to understand that the service they deliver enables individuals to participate in the decisions that are made about their lives.

First, learners will explore how legislation and the sector skills standards regarding the design and review of services promote independence, which in turn is captured within organisational policies and procedures. Second, learners will investigate factors that can affect participation, independence and choice, including systems for assessing and minimising risk. Finally, learners will investigate the administration of medicine and the effectiveness of policies and procedures for administering medication in achieving the best possible outcomes for users of services. Learners will study legislation and factors that affect the care that is received. Learners will also examine strategies to promote the best possible outcomes for individual users of services.

• Learning outcomes
On successful completion of this unit a learner will:

1. Understand how the design and review of services promotes and maximises the rights of users of health and social care services
2. Understand how to promote the participation and independence of users of health and social care services
3. Understand the responsibility of managing and monitoring risks in health and social care settings
4. Understand how good practice in the administration of medicine is essential for users of health and social care services.
1 Understand how the design and review of services promotes and maximises the rights of users of health and social care services

*Legislation and sector skills standards:* current legislation and sector skills standards that are relevant to promoting the rights of individuals; inspection processes, powers, duties, responsibilities, accountabilities, entitlements; organisations: providing services for vulnerable people

*Factors:* policies, procedures; staffing eg staffing levels, shift patterns, continuing professional development; individual eg level of dependence, changing health status

*Communication:* methods to overcome differences in communication eg second language, disability; recording information for continuous improvement eg best outcome for users of services, feedback, complaints, comments, inspection, recommendations for improvement

2 Understand how to promote the participation and independence of users of health and social care services

*Factors affecting independence and choice:* dependence, independence, choice, constraints, empowerment; physical, social, emotional, intellectual factors; changing needs, access to information, participation in decision making

*Organisational systems:* ensuring performance of workers, sources of information for individuals, empowering individuals

*Considerations:* possible tensions eg safety versus independence, rights responsibilities; individuals, others

3 Understand the responsibility of managing and monitoring risks in health and social care settings

*Risks:* from harm; from abuse; from failure to protect

*Effective management of risks:* relevant legislation; acceptable and unacceptable risks; protection from unacceptable risk; national service standards; assessing and recording risk, complaints procedures; leadership style, whistleblowing policy

4 Understand how good practice in the administration of medication is essential for users of health and social care services

*Handling of medication:* ordering and maintaining, administration, storage, recording, disposal

*National standards:* current standards and legislation; codes of practice and policies; national inquiries eg the Shipman inquiry; ethical issues; service user choice; acceptable risk; standard for medication
## Learning outcomes and assessment criteria

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<th>Learning outcomes</th>
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<td><strong>On successful completion of this unit a learner will:</strong></td>
<td><strong>The learner can:</strong></td>
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| LO1 Understand how the design and review of services promotes and maximises the rights of users of health and social care services | 1.1 explain how current legislation and sector skills standards influence organisational policies and practices for promoting and maximising the rights of users of health and social care services  
1.2 analyse factors that may affect the achievement of promoting and maximising the rights of users of health and social care services  
1.3 analyse how communication between care workers and individuals contribute to promoting and maximising the rights of users of health and social care services |
| LO2 Understand how to promote the participation and independence of users of health and social care services | 2.1 explain factors that may contribute to loss of independence, non-participation and social exclusion for vulnerable people  
2.2 analyse how organisational systems and processes are managed to promote participation and independence of users of health and social care services  
2.3 analyse the tensions that arise when balancing the rights of the individual to independence and choice against the care provider’s duty to protect |
| LO3 Understand the responsibility of managing and monitoring risks in health and social care settings | 3.1 use a case study from a health or social care setting to identify the extent to which individuals are at risk of harm  
3.2 analyse the effectiveness of policies, procedures and managerial approach within a health or social care setting for promoting the management of risks |
| LO4 Understand how good practice in the administration of medication is essential for users of health and social care services. | 4.1 review current legislation, codes of practice and policy that apply to the handling of medication  
4.2 evaluate the effectiveness of policies and procedures within a health and social care setting for administering medication. |
UNIT 9: EMPOWERING USERS OF HEALTH AND SOCIAL CARE SERVICES

Guidance

Links

This unit has links with, for example:

- Unit 1: Communicating in Health and Social Care Organisations
- Unit 10: Safeguarding in Health and Social Care
- Unit 21: Supporting Significant Life Events.

This unit also has links with the National Occupational Standards in Health and Social Care. See Annexe B for mapping.

This unit also has links with the National Occupational Standards in Leadership and Management for Care Services. See Annexe C for mapping.

Essential requirements

Learners will require access to legislation and policy documents particularly in relation to risk assessments and the administration of medication within health and social care settings.

Employer engagement and vocational contexts

Learners’ experiences from the workplace could be drawn out through class discussion and may be usefully facilitated by exploration of vocational case studies, particularly in relation to organisational processes. Care should always be taken to protect the confidentiality of individuals.