



Component 2: Health and Social Care Services and Values

Task 4 – How healthcare professionals demonstrate the skills, attributes and values required when delivering care to an individual

In task 4, I will produce a report to show how healthcare professionals might demonstrate the skills, attributes and values required when delivering care to a child who has recently an accident and now has a head injury. My report should include the following:

- ✓ how the skills of problem solving and observation can be demonstrated by the professionals supporting the individual described
- ✓ how the attributes of empathy and honesty can be demonstrated by the professionals supporting the individual described
- ✓ how the values of competence and compassion can be demonstrated by the professionals supporting the individual described
- ✓ reasons why the skills, values and attributes that you have included are important when providing the specified individual with care.

In task 4 of my PSA, I will be reporting on how health care professions demonstrate the **skills, attributes and values** required when delivering care to a child suffering from a head injury, resulting from an accident they have recently been in. The **skills** I will be discussing are **problem solving** and **observation**. The **attributes** of **empathy** and **honesty** and the **values** of **commitment** and **compassion**. I will also report on why the skills, attributes and values are important when providing for the child's care.

Healthcare workers are trained to **problem solve** and use this skill daily within their practice. Therefore, when assessing the type of head injury the child has they will use observation to assess how PIES is affects as well as use diagnostic images to show internal damage. Healthcare professionals will also look at the child's medical history for other underlying health conditions before developing a treatment plan and the course of action they will take to support the child and their recovery. On admittance to the hospital, a doctor will take charge or the individual's care by stabilising their physical health and administer pain relief; they may even sedate the child to prevent further damage from occurring i.e. any type of movement can cause additional injury. Furthermore, they will also seek information on what type of accident the child has been in, any treatment given by the paramedics and will speak with the child's parents. Following initial treatment investigative procedure such as the monitor of the child's blood pressure, pulse rate and oxygen levels will be observed. They will also view results from the child's CT scan, observing the structure of the brain and any swelling or major changes in shape.

Part of problem solving involves effective communication; healthcare professionals work and multidisciplinary so need to be able to discuss the child's health with others and listen to what they have to say. They also need to listen to the child's parents to ensure their point of view. This benefits the child is everyone working with them have their best interests at heart and want them to recovery as quickly as possible. Moreover, when talking with the child and their parents, the specialist looking after the child will use the full medical name for the head injury but explain it to the child and family in a manner that they understand. They will also show compassion and empathy when explaining the diagnosis because they are fully aware that it is a difficult time for them and through experience can relate to how they feel. In addition, problem solving involves the specialist being honest, if the child's life is at risk they need to the parents to know the full facts as there is very little point in giving parents false hope.

Following initial treatment, the child will be placed onto a children's ward. The role of the staff on this ward to is support recovery. A nurse will be responsible for handing out pain relief and other

medications however, if they find that the child is not responding to the medication or have taken a turn for the worse, they identify what has happened, reassess the child and alter their medication. They may also seek advice for a doctor to support their decision. Additionally, coordination care involves problem solving, as a long-term plan needs to be put into place. Therefore, this skill is vital in the recovery of the child and them adapting to having the head injury. Therefore, using this skill supports the child through their recovery and by working to benefit the child, they are safeguarding them and helping them to adjust, gain strength and adjust to having a head injury. Furthermore, by gaining their trust and using effective communication, a professional rapport will be established and the child will respond to the care. Additionally, being patient and honest is vital when supporting the needs of the child because all healthcare professionals working with the child will minimise barriers and ensure care is provided at the highest possible standard, which will benefit the child long-term.

To preserve the health of the child, healthcare professionals will use the skill of **observation** for the moment medical help arrives. Firstly, paramedics will have assessed the child following the accident, looking to their eyes for pupil reaction and taking blood pressure and pulse rate; all indicating the bodies' response to the injury. They will continue to monitor the child on the way to the hospital and on arrival to the hospital will communicate with the A&E team the child's vital signs and hand over care. A&E staff will work as a team to assess the severity of the child's head injury and put into action treatment such as sedating the child to prevent further injury and to calm them. Under sedation, a member of staff will be tasked with watching the child's vital signs and if the child's body is struggling action will be taken to regulate this i.e. an IV liquid added or another type of injection. If the child undergoes an operation, the team in the operating theatre will work together to ensure the operation is successful, a neurologist will conduct the operation and theatre staff will assist. An anaesthetist will observe the child's physical health and recall information if there is a drop in blood pressure, pulse rate or oxygen levels.

Once stable and on the children's ward, nursing staff will observe their child's recovery; this will involve them looking at all areas of PIES. Observing the child involves nurses and healthcare workers taking and monitoring the child's physiological indicators. They will also monitor the movement when lying in bed as well as when they get out of bed or move around. It is important that healthcare professionals monitor the child's mobility because the head injury may influence their balance, so the nursing staff may need to help the child get in and out of bed or when walking the corridors to prevent falls. Moreover, having a head injury and recover is a long process, therefore observing the child and support them helps to protect them from risk, it also enables their plan to be adapted as they master skills or if their health deteriorates. In addition, observing the child will also allow healthcare professionals such as the ward doctor to change pain medication or decrease it; therefore, observing the child gives an indication of their pain levels. Additionally, nurses will need to look at the child's wound to see if it is knitting correctly, to maintain dignity the curtains will be drawn, and they will ask permission to touch them. During this procedure the nurse will wear gloves and will talk the child through the procedure; they will also clean the wound to prevent it from smelling and infection. The nurse will then write in the child's medical notes so that other practitioners working with the child know the actions taken, this enables the continuity of care and provides good communication between colleagues. As part of patient centred care, the notes will inform the healthcare workers of the child's health and recovery, including areas of strength, their abilities and areas for improvement. Moreover, should professionals notice a decline in the child's emotional development they will address this immediately to prevent them from suffering from anxiety and depression by offering reassurance and compassion as well as by sitting with them to help them adapt.

Empathy is an attribute that all healthcare professionals use when treating the child. All will foster a sense of belonging and offer reassurance to the child and their family about the situation. They will support the child and if the child is upset, they will approach and comfort them; this shows the child that the healthcare professionals caring for them are concerned about the health and want the best from them. For example, if the child needs to have a procedure, a nurse will hold their hand and talk softly to them to help them relax. Little gestures like this help the child to feel safe and they will trust the healthcare workers responsible for their health. Furthermore, communicating with the child and listening to them also shows empathy as does observing their body language, both protect the child's emotions and help them to remain calm. In addition, nursing staff will be empathetic with the child's parents, showing patience and a listening ear when they are upset as well as honest about the child's recovery and treatment.

Honesty is another attribute that will be used during the child's road to recovery. As soon as the child is brought to the hospital, healthcare professionals will use honesty to convey the extent of their injury to the child as well as the parents; this is important as sugar coating the injury can give the family false hope. However, as the child is young, healthcare professionals will need to adapt their communication so that the child understands what is happening and the treatment involved. If the child needs to have an operation, the specialist will meet with the child and parent to explain the procedure and why the child needs it; they will also be informed of potential risks involved i.e. what can go wrong and how it could impact the child. During the recovery process, nursing staff will monitor PIES and other healthcare professionals working with the child such a physiotherapist that will support movement will be honest with the child and their parents about their progress or if their mobility has not improved. Additionally, the specialist will talk to the parents and the child about how their life has changed and any adaptations that may need to happen in the home or physical devices that the child may need to use to have a good quality of life. Moreover, using honesty allows for a professional's partnership to form, and without this attribute the child will not trust in the care they are been given.

The first value I will discuss is **competence**. All healthcare professionals involved in the child's care have clear expectations of how their roles supports the child on their road to recovery. The team working with the child or trained in head injuries. The specialist who will work with the child understands causes, symptom and potential risks to PIES. They can also accurately assess the child and provide tailored treatment, adapting this when it is needed. More All healthcare professionals involved in the care of the child will demonstrate competence by remaining composed during their encounters with the child. This will help to reassure the child and their parents that the treatment they are getting is of the highest quality. More nursing staff will observe and monitor the child whilst they are on the ward. They will also consult colleagues and specialists to ensure that the best possible outcome is found through the child, for example if they're not responding, for example if they are not responding to treatment, they will seek advice on how to adapt this. That for working in collaboration with each other allows for competence, as the professionals will ensure that the health of the child is paramount and will intervene promptly when needed. Moreover, with new and emerging technologies, staff involved in treating head injuries will undertake continuous professional development so that they up their skills and can support this individual. Therefore, competence is is a central component to any healthcare worker because they need to be specially trained and have a recognised qualification stating they have the skills and knowledge to work with the child and treat the head injury, without this level of expertise they could put the individual at risk which can have dire consequences on their health.

Healthcare professionals need to be **compassionate** to the needs of the child to aid their recovery. Compassion is promoted by all professionals involved in the child's care and is based on empathy,

respect and maintaining the child's dignity at all times. Showing compassion towards the child's current health status is vital to them responding to their care and gaining trust in those who are supporting their recovery. Communication is also a key component of compassion and child will respond positively to those who treat them because through their actions they will gain confidence in the healthcare professionals caring for them; they will show respect and listen to the needs of the child, ensuring these needs are met. Therefore, compassion runs throughout each skill, attribute and value as it goes much deeper than empathy because it fosters respect and helps the child to make a good recovery although it may be longer than they would like.

Task 5 – How the skills, attributes and values of care professionals can help an individual to overcome potential obstacles

Anissah is aged 75. She has retired and lives with her husband. Anissah is in the early stages of dementia.

Anissah's dementia affects her in the following ways:

- ✓ *she becomes easily confused*
- ✓ *she forgets to take tablets*
- ✓ *she forgets if she has eaten or had a drink*
- ✓ *she struggles to communicate*
- ✓ *she finds it difficult to follow a conversation*
- ✓ *she worries about having to go into residential care and leave her husband.*

Anissah sees a variety of professionals who are supporting her.

Using the case study on Anissah, I will be producing a report on how the skills, attributes and values required of care professionals can help her to overcome potential obstacles. My report must include:

- ✓ the potential obstacles that Anissah may face during her care
- ✓ how these obstacles impact on Anissah
- ✓ how care professionals who show the following could help Anissah to overcome each potential obstacle:
 - ★ skills of problem solving and observation
 - ★ attributes of empathy and honesty
 - ★ values of competence and compassion
- ✓ provide justification to support the reasons you have given.

The first obstacle that affects Anissah is **stress and anxiety** because her confusion will cause her to become uncertain about herself, her environment and who she can trust. Although, dementia predominately impacts the brain, it affects other areas of her PIES as the body will slowly start to shut down i.e. her speech is affected, next her inability to swallow will kick in, followed by her incapacity to control her bowel and bladder movements and so on. She will also be experiencing stress and anxiety because she knows that there is something wrong with her, but she is unable to control what is happening to her and is powerless to do so because the condition is incurable. **To support her with stress and anxiety** Anissah must access her **GP**. Seeing her GP will help her to overcome this obstacle as they can provide her with medication to calm her nerves. However, they will be **honest** that the condition she has will cause all types of problems and worsens as it progresses but will reassure her that they will do everything they can to help her control her condition and continue to live independently with a husband, Ravi. Her GP will also try to calm the situation by being **empathetic** towards her, using motivational language and praise to boost her self-esteem. For example, they may ask her about her family, which she should be able to recall, as she will be able to think about past events, hence using her

long-term memories. Showing **empathy** in this way helps her to build a relationship with the GP and trust that he has her best interests at play. In addition, the GP will also involve Anissah's husband in the conversation; he will act as her advocate ensuring her viewpoint is listened. Involving Anissah's husband in all medical conversations shows **compassion** because he is her informal carer, knows her best and understands how the condition is affecting her emotions. Moreover, tailoring her care plan to her needs means she is treated with dignity, respect and more importantly care.

The second obstacle that affects Anissah is **unachievable targets**. Anissah is unable to remember what she has done that day let alone remember that she has targets to meet. Therefore, her husband is the main care who supports her in following her care plan, however looking after Anissah is exhausting so by accepting support from domiciliary care will help them both. **To support her with achieving her targets domiciliary care** will work in partnership with Anissah to help her care for herself. This type of care falls under the umbrella of social services, and the number of times they go into initiative home will depend on the level of care she needs. Domiciliary Care will use **problem-solving skills** following **observing** Anissah; they fully understand the things she is able to do **competently** and the things that she needs help with. For example, she can move around her home with ease but fails to take her medication and forgets whether she has eaten or had anything to drink. To help her overcome this barrier, the carers need to visual aids with her like labelling her cupboards with images of food and helping her with her routine. Her husband can help her to do this by filling in a simple tick sheet stating when she is eaten or how much fluid intake she has had that day. Another visual cue they could use is to install an alarm clock. This will sound when she needs to take her medication. Again, her husband can support it to do this. However, there will be times when a husband also needs support, he too is in later adulthood, and so timing her home visits with her medication schedule / eating routine will overcome this problem. Additionally, carers taking time out of their busy schedule to sit and have a coffee with Anissa will cater for her emotional needs as they are showing **compassion** towards her and simple conversations will help her as she feels useful, raising her self-esteem.

Anissah is also affected by her **health condition** and her inability to **acceptance of her current state of health**. The obstacle influences her health because she has been diagnosed with dementia and she condition prevents her from fully comprehending how it affects her; she will have periods where she is lucid and will feel OK and then extended periods of confusion.

To support in overcoming this obstacle her neurologist needs to be brutally **honest** with the condition she has and how her dementia can affect all aspects of her lifestyle. They need to sit down with her and explain what the condition, the symptoms associated with the condition and the risks to her future health. Her husband needs to be privy to these conversations as he will be the crutch that supports her to continue to live independently. Meeting her emotional well-being is vital when explaining how her dementia will affect her health. For example, the neurologist needs to use **empathetic** language and be considerate of her need, wishes and circumstance. Tailoring her care plan will ensure that she is able to overcome problems as they arise and shows the neurologist is **competent** as they will Breakdown her targets into small stages so that she is able to achieve them. Engaging Anissah's husband in the care plan will help to get a better picture of how her health is deteriorating and will support them both in putting things into place such as domiciliary care helping in the home, altering her medication or using respite care where Anissah can relax and be looked after by professional while Ravi rejuvenates. In addition. Anissah's neurologist is **competent** in diagnosing and treating dementia and will support Anissah in accepting her current state of health, recognise signs of upset or distress and working with her to overcome her emotions.

DEADLINE FOR TASKS WEDNESDAY 13th DEC

Task 4 – How healthcare professionals demonstrate the skills, attributes and values required when delivering care to an individual

Produce a report to show how health care professionals might demonstrate the skills, attributes and values required when delivering care to a teenager who has had surgery to remove their left arm after an accident. This has left them with a physical impairment. Your report should include:

- how the skills of dealing with difficult situations and observation can be demonstrated by the professionals supporting the individual described
- how the attributes of trustworthiness and honesty can be demonstrated by the professionals supporting the individual described
- how the values of commitment and compassion can be demonstrated by the professionals supporting the individual described
- reasons why the skills, values and attributes that you

Task 5 – How the skills, attributes and values of care professionals can help an individual to overcome potential obstacles

Use the case study on Simon, provided in Appendix 1, to produce a report on how the skills, attributes and values required of care professionals can help him to overcome potential obstacles.

Your report must include:

- the potential obstacles that Simon may face during his care
- how these obstacles impact on Simon's recovery
- how care professionals who show the following could help Simon to overcome each potential obstacle:
 - skills of dealing with difficult situations and observation
 - attributes of trustworthiness and honesty
 - values of commitment and compassion
- provide justification to support the reasons you have given.

CASE STUDY

Simon is 37 years old and married. He has taken a lot of time off work after recently developing asthma. He is struggling to get his medication right and has had several serious asthma attacks. Simon's asthma has affected him in the following ways:

- difficulty exercising
- weight gain, which is affecting his self-esteem
- difficulty with heavy lifting at work
- worries about his health affecting his financial stability
- concern that his partner is worried about him

Simon sees a variety of professionals who are helping him with his recovery.

Mark Band 0	Mark Band 1	Mark Band 2	Mark Band 3	Mark Band 4
Task 4: How health care professionals demonstrate the skills, attributes and values required when delivering care to an individual				
Learning outcome B: Understand the skills, attributes and values required to give care				
0 marks	1 – 3 marks	4 – 6 marks	7 – 9 marks	10 – 12 marks
No rewardable material	<p>Limited application of knowledge and understanding of how health care professionals can demonstrate the skills, attributes and values required when delivering care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a superficial account of how health care professionals can demonstrate the specific skills when supporting the specified individual; the information given shows little appropriateness to the age range and health condition of the individual • a superficial account of how health care professionals can demonstrate the specific attributes when supporting the specified individual; the information given shows little appropriateness to the age range and health condition of the individual 	<p>Adequate application of knowledge and understanding of how health care professionals can demonstrate the skills, attributes and values required when delivering care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a partially detailed account of how health care professionals can demonstrate the specific skills when supporting the specified individual; the information given is somewhat appropriate to the age range and health condition of the individual • a partially detailed account of how health care professionals can demonstrate the specific attributes when supporting the specified individual; the information given is somewhat appropriate to the age range and health condition of the individual 	<p>Good application of knowledge and understanding of how health care professionals can demonstrate the skills, attributes and values required when delivering care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a mostly detailed account of how health care professionals can demonstrate the specific skills when supporting the specified individual; the information given is mostly appropriate to the age range and health condition of the individual • a mostly detailed account of how health care professionals can demonstrate the specific attributes when supporting the specified individual; the information given is mostly appropriate to the age range and health condition of the individual 	<p>Comprehensive application of knowledge and understanding of how health care professionals can demonstrate the skills, attributes and values required when delivering care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a fully detailed account of how health care professionals can demonstrate the specific skills when supporting the specified individual; the information given is fully appropriate to the age range and health condition of the individual • a fully detailed account of how health care professionals can demonstrate the specific attributes when supporting the specified individual; the information given is fully appropriate to the age range and health condition of the individual

MARK = 11/12

You have given a comprehensive report showing your knowledge and understanding of how health care professionals can demonstrate the skills (*problem solving and observation*), attributes (*empathy and honesty*) and values (*competence and compassion*) required when delivering care to a child who has had an accident and now has a head injury. Lauren you have evidenced how health care professionals demonstrate the specific skills, attributes and values when supporting the child; the information given is fully appropriate to the age of the child and their head injury.

Mark Band 0	Mark Band 1	Mark Band 2	Mark Band 3	Mark Band 4
Task 5: How the skills, attributes and values of care professionals can help an individual to overcome potential obstacles				
Learning outcome B: Understand the skills, attributes and values required to give care				
0 marks	1 – 3 marks	4 – 6 marks	7 – 9 marks	10 – 12 marks
No rewardable material	<p>Limited application of knowledge and understanding of the obstacles the specified individual may face during their care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a superficial account of the obstacles the specified individual may face during their care, with little clarity in the links between the circumstances of the individual and the potential obstacles they face • a superficial account of the impact of the obstacles on the specified individual's recovery 	<p>Adequate application of knowledge and understanding of the obstacles the specified individual may face during their care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a partially detailed account of the obstacles the specified individual may face during their care, making partially clear links between the circumstances of the individual and the potential obstacles they face • a partially detailed account of the impact of the obstacles on the specified individual's recovery 	<p>Good application of knowledge and understanding of the obstacles the specified individual may face during their care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a mostly detailed account of the obstacles the specified individual may face during their care, making mostly clear links between the circumstances of the individual and the potential obstacles they face • a mostly detailed account of the impact of the obstacles on the specified individual's recovery 	<p>Comprehensive application of knowledge and understanding of the obstacles the specified individual may face during their care.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • a fully detailed account of the obstacles the specified individual may face during their care, making clear links between the circumstances of the individual and the potential obstacles they face • a fully detailed account of the impact of the obstacles on the specified individual's recovery
No rewardable material	<ul style="list-style-type: none"> • a superficial account of how the specified skills, attributes and values of care professionals working with the specified individual will help them to overcome their potential obstacles, with little clarity in the links between the specified skills, attributes and values and the obstacles. <p>Limited judgement of how the skills, attributes and values demonstrated by professionals support an individual to overcome potential obstacles.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • simplistic justifications of how professionals could help the individual overcome obstacles supported by little logical reasoning. 	<ul style="list-style-type: none"> • a partially detailed account of how the specified skills, attributes and values of care professionals working with the specified individual will help them to overcome their potential obstacles, making partially clear links between the specified skills, attributes and values and the obstacles. <p>Adequate judgement of how the skills, attributes and values demonstrated by professionals support an individual to overcome potential obstacles.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • partially developed justifications of how professionals could help the individual overcome obstacles supported by partially logical reasoning. 	<ul style="list-style-type: none"> • a mostly detailed account of how the specified skills, attributes and values of care professionals working with the specified individual will help them to overcome their potential obstacles, making mostly clear links between the specified skills, attributes and values and the obstacles. <p>Good judgement of how the skills, attributes and values demonstrated by professionals support an individual to overcome potential obstacles.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • mostly developed justifications of how professionals could help the individual overcome obstacles supported by mostly logical reasoning. 	<ul style="list-style-type: none"> • a fully detailed account of how the specified skills, attributes and values of care professionals working with the specified individual will help them to overcome their potential obstacles, making clear links between the specified skills, attributes and values and the obstacles. <p>Comprehensive judgement of how the skills, attributes and values demonstrated by professionals support an individual to overcome potential obstacles.</p> <p>Evidenced through:</p> <ul style="list-style-type: none"> • well-developed justifications of how professionals could help the individual overcome obstacles supported by logical reasoning.

Please refer to Section 5: Non-exam internal assessment for further guidance on internal assessment, including schemes to evidence.

MARK = 10/12

You have given a mostly detailed report showing your knowledge and understanding of the obstacles Anissah, 75 may face during their care to manage **early dementia**. Obstacles linked to Anissah: **health condition, acceptance of current state and stress and anxiety**. Lauren you have given a mostly detailed account of the obstacles Anissah may face during her care, making clear links between her circumstances and the potential obstacles and the impact of the obstacles on Anissah's recovery. You have also shown how different care professionals skills (*problem solving and observation*), attributes (*empathy and honesty*) and values (*competence and compassion*) to help Anissah to overcome their potential obstacles, making clear links between the skills, attributes and values and the obstacles – good judgment given. Lauren your report gives mostly developed justifications of how care professionals could help Anissah to overcome obstacles she is facing.