

The PPE will consist of 1hr 15 mins examination excluding questions from Topic Area 4 of the RO33 Unit. By the time you have done your PPEs we will have studied all of the content:

<b>Unit R032: Principles of care in health and social care settings</b>	
<b>Topic Area 1: The rights of service users in health and social care settings</b>	
<b>Teaching content</b>	<b>Breadth and depth</b>
<b>1.1 Types of care settings</b>	
Health care Social care	To include: <ul style="list-style-type: none"><li>• Know examples of each type of setting</li></ul>
<b>1.2 The rights of service users</b>	
The right to: <ul style="list-style-type: none"><li>○ Choice</li><li>○ Confidentiality</li><li>○ Consultation</li><li>○ Equal and fair treatment</li><li>○ Protection from abuse and harm</li></ul>	To include: <ul style="list-style-type: none"><li>• That service users are entitled to have these rights met in health and social care settings.</li><li>• Examples of how service users' rights are met.</li></ul>
<b>1.3 The benefits to service users' health and wellbeing when their rights are maintained</b>	
Empowerment High self-esteem Service users' needs are met Trust	To include: <ul style="list-style-type: none"><li>• Examples of how maintaining rights will benefit service users' health and wellbeing.</li><li>• Linking benefits to rights in health and social care settings.</li></ul>
<b>Topic Area 2: Person-centred values</b>	
<b>Teaching content</b>	<b>Breadth and depth</b>
<b>2.1 Person-centred values and how they are applied by service providers</b>	
Person centred values	To include: <ul style="list-style-type: none"><li>• Know the meaning of person-centred values.</li><li>• Examples of how the person-centred values can be applied in health and social care settings by service providers.</li></ul>
Qualities of a service practitioner, the 6Cs	To include: <ul style="list-style-type: none"><li>• Know the meaning of the 6Cs</li><li>• Examples of how service practitioners use the 6Cs to inform and deliver person-centred values.</li></ul>
<b>2.2 Benefits of applying the person-centred values</b>	
Benefits for service providers of applying personcentred values	To include: <ul style="list-style-type: none"><li>• Examples of how applying the person-centred values will benefit service providers.</li><li>• Linking benefits of applying person-centred values in health and social care settings</li></ul>

Benefits for service users of having the person-centred values applied	To include: <ul style="list-style-type: none"> <li>• Examples of how applying the person-centred values will benefit service users.</li> <li>• Linking benefits of applying person-centred values in health and social care settings.</li> </ul>
<b>2.3 Effects on service users' health and wellbeing if person-centred values are not applied</b>	
Physical effects Intellectual effects Emotional effects Social effects	To include: <ul style="list-style-type: none"> <li>• Applying examples in all health and social care settings.</li> <li>• Analysing the effects and making connections between the PIES.</li> </ul>
<b>Topic Area 3: Effective communication in health and social care settings</b>	
<b>Teaching content</b>	<b>Breadth and depth</b>
<b>3.1 The importance of verbal communication skills in health and social care settings</b>	
Adapting type/method of communicating to meet the needs of the service user or the situation Clarity Empathy Patience Using appropriate vocabulary Tone Volume Pace Willingness to contribute to team working	To include: <ul style="list-style-type: none"> <li>• An understanding of the verbal communication skills linked with how and when they could be used with service users in health and social care settings.</li> <li>• Benefits of using them.</li> </ul>
<b>3.2 The importance of non-verbal communication skills in health and social care settings</b>	
Adapting type/method of communicating to meet the needs of the service user or the situation Eye contact Facial expressions Gestures Positioning Positive body language, no crossed arms/legs Sense of humour	To include: <ul style="list-style-type: none"> <li>• An understanding of the non-verbal communication skills linked with how and when they could be used with service users in health and social care settings.</li> <li>• Benefits of using them.</li> </ul>
<b>3.3 The importance of active listening in health and social care settings</b>	
Active listening skills <ul style="list-style-type: none"> <li>○ Open, relaxed posture</li> <li>○ Eye contact, looking interested</li> <li>○ Nodding agreement</li> <li>○ Show empathy, reflecting feelings</li> <li>○ Clarifying</li> <li>○ Summarising to show understanding of key points</li> </ul>	To include: <ul style="list-style-type: none"> <li>• An understanding of the active listening skills linked with how and when they could be used with service users in care settings.</li> <li>• Benefits of using them</li> </ul>

<b>3.4 The importance of special methods of communication in health and social care settings</b>	
Advocate Braille British Sign Language Interpreters Makaton Voice activated software	To include: <ul style="list-style-type: none"> <li>• An understanding of each special method of communication linked with how and when they could be used with service users in health and social care settings.</li> <li>• Benefits of using them.</li> </ul>
<b>3.5 The importance of effective communication in health and social care settings</b>	
Supports the person-centred values and individual's rights Helps to meet service users' needs Protects the rights of service users The impact of good communication skills The impact of poor communication skills	