

# HEALTH AND SOCIAL CARE

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## **Section 1:** The rights of service users in health and social care settings

- Security measures
- How to protect patients
- Rights of service users
- Benefits of rights

## **Section 2:** Person-Centred Values

- Describe certain Person-Centred Values
- Benefits of applying Person-Centre Values

## **Section 3:** Effective communication skills in health and social care settings

- Active Listening skills
- Non-verbal communication skills
- Describe how adapting communication skills is essential

## **Section 4:** Protecting service users and service providers to health and social care settings

- Safeguarding
- PPE
- Safety Measures
- Safety Procedures
- Cleanliness
- Personal Hygiene