

Subject	Year	Unit
OCR Health & Social Care	11	R032 – Principles of care in health and social care settings
R032 – Principles of care in health and social care settings		
In this unit you will learn about the importance of the rights of service users, person-centred values and how to apply them. You will also learn about the importance of effective communication skills when providing care and support for service users in health and social care settings and the procedures and measures used to protect individuals such as safeguarding, hygiene and security.		
R032 Unit Breakdown – Exam Unit		
Topic Area 1 – The rights of service users in health and social care settings - Types of care settings: Health care and social care - The rights of service users: choice, confidentiality, consultation, equal and fair treatment and protection from harm and abuse - The benefits to service users' health and wellbeing when their rights are maintained - Empowerment - High self-esteem - Service users' needs are met - Trust		
Topic Area 2 – Person-centred values - Person-centred values: Individuality, choice, rights, independence, privacy, dignity, respect, partnership, and encouraging decision making - Qualities of a service practitioner, the 6C's: Care, compassion, competence, communication, courage and commitment - Benefits of applying the person-centred values - Benefits for service users of having the person-centred values applied - Effects on service users' health and wellbeing if person-centred values are not applied		
Topic Area 3 – Effective communication in health and social care settings - The importance of verbal communication skills in health and social care settings - The importance of non-verbal communication skills in health and social care settings - The importance of active listening in health and social care settings - The importance of special methods of communication in health and social care settings - The importance of effective communication in health and social care settings		
Topic Area 4 – Protecting service users and service providers in health and social care settings - Safeguarding - Service users who need safeguarding - Impacts for service users of a lack of safeguarding - Safeguarding procedures in care settings - Safeguarding training for all staff - Disclosure and Barring Service (DBS) check for all staff - Infection prevention - General cleanliness		

Personal hygiene measures

Personal protective equipment (PPE)

- Safety procedures and measures
- How security measures protect service users and staff

Assignment	My Grade	Assignment out of
Task 1		24
Task 2		12
Task 3		12
Task 4		12
Total Grade		60