

B1: SKILLS AND ATTRIBUTES IN HEALTH AND SOCIAL CARE

Skills

Skills

Abilities which can be learned and developed through practice

Skill	How is the skill demonstrated?	Why is it important in health and social care settings?		
Problem solving	<p>Problem solving involves:</p> <ul style="list-style-type: none"> Identifying the problem Deciding on potential solutions <p><i>This skill is linked to observation, organisational skills and dealing with difficult situations.</i></p>	<ul style="list-style-type: none"> Promotes the best outcomes for the individual service user Ensures that work is done in a timely and efficient manner 		
Observation	<table border="0"> <tr> <td> <p>Observing physical measures including:</p> <ul style="list-style-type: none"> Blood pressure Heart rate Temperature Blood oxygen levels Blood glucose levels Height and weight (and BMI) </td> <td> <p>Other observations include monitoring changes to the following:</p> <ul style="list-style-type: none"> Personal hygiene Verbal and non-verbal communication Mood changes and patterns of behaviour Pain Appetite Bruises or other unexplained injuries </td> </tr> </table>	<p>Observing physical measures including:</p> <ul style="list-style-type: none"> Blood pressure Heart rate Temperature Blood oxygen levels Blood glucose levels Height and weight (and BMI) 	<p>Other observations include monitoring changes to the following:</p> <ul style="list-style-type: none"> Personal hygiene Verbal and non-verbal communication Mood changes and patterns of behaviour Pain Appetite Bruises or other unexplained injuries 	<ul style="list-style-type: none"> Ensures that changes in an individual's condition are identified Helps with the personalisation of care as an individual's needs will change over time Ensures that needs are met and the best outcome for the service user is guaranteed Promotes action to prevent the further deterioration of a service user's health and wellbeing Reduces risk of harm to service users, visitors and staff
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Dealing with difficult situations	<p>Dealing with difficult situations requires:</p> <ul style="list-style-type: none"> Keeping calm and remaining professional Asking colleagues and line managers for advice and support Taking charge of the situation Moving the service user to a more private or more comfortable environment Acknowledging the emotions of everyone involved Following the policies and procedures of the service or organisation De-escalating the situation Keeping a record of everything that happened 	<ul style="list-style-type: none"> Safeguards service users, visitors and workers within care settings Reduces stress and anxiety impacting on the wellbeing of workers, their colleagues and service users Minimises conflict and promotes professional practice Protects the reputation of staff, the profession and the service itself 		
Organisation	<p>In health and social care settings there is often many things to do and a limited amount of time available to do them, so organisational skills are very important. Organisational skills include:</p> <ul style="list-style-type: none"> Having good time management skills Meeting deadlines Prioritising tasks and setting goals Being able to delegate tasks appropriately Decision making skills Having routines Being able to work independently Being able to work in a team 	<ul style="list-style-type: none"> Helps professionals to keep focused on their work and the care of service users Prevents important tasks and activities from being overlooked or carried out later than they should have been which promotes safeguarding Improves the quality of care provided Promotes teamwork; a professional's good organisation makes work easier for colleagues 		

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Skills

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Skill	How is the skill demonstrated?		Why is it important in health and social care settings?
Problem solving			
Observation	Observing physical measures	Other observations/Monitoring changes	
Dealing with difficult situations			
Organisation			

B1: SKILLS AND ATTRIBUTES IN HEALTH AND SOCIAL CARE

Attributes

Attributes

Personality characteristics and qualities that are demonstrated in a person's behaviour

Attribute	How is the attribute demonstrated?	Why is it important in health and social care settings?
Empathy	<ul style="list-style-type: none"> • Allowing service users all the time they need in a consultation • Communicating sensitively using active listening and positive body language • Encouraging people to reach out for support and express their feelings honestly • Showing sensitivity and having a non-judgmental approach to what service users and colleagues are saying • Having compassion for service users and colleagues • Involving service users with decisions about their care • Discussing with a service user how their condition or treatment is affecting their life and wellbeing 	<ul style="list-style-type: none"> • Contributes to service users feeling valued and feeling that they are heard • Promotes a positive trusting relationship between the service user and the professional • Ensures service users feel comfortable with the care provided to them • Encourages service users to be more open and honest, which will ultimately improve their care outcomes
Patience	<ul style="list-style-type: none"> • Giving the service user the time they need to undertake activities like personal care, eating and treatment • Taking the service user's needs and abilities into consideration when planning a care activity • Allowing service users enough time to process information given to them and enough thinking time to prepare a considered response • Allowing service users who are less mobile to take the time they need during an activity 	<ul style="list-style-type: none"> • Contributes to the service user feeling calm, relaxed and more valued • Promotes a positive relationship between the professional and the service user • Encourages the service user to give the professional all the information they need • Promotes wellbeing for the professional themselves as they are less likely to experience work related stress • Promotes safeguarding, as mistakes and accidents are less likely to occur if the worker is patient
Trustworthiness	<ul style="list-style-type: none"> • Following instructions from colleagues and line managers • Only sharing information on a need-to-know basis • Keeping data safely stored • Ensuring passwords are not shared and are regularly changed • Locking or logging off when work is complete or when leaving the computer • Being mindful of what is posted on social media • Not sharing information about service users with family and friends • Reporting any suspected data breaches or any breach of confidentiality 	<ul style="list-style-type: none"> • It is important to be trustworthy, because health and social care professionals frequently work with service users who are vulnerable and can be more at risk of abuse • Contributes to service users feeling more confident to provide private and personal information to care professionals • Improves likelihood of service users following advice and guidance from care professionals • Ensures that the service user will feel comfortable using the service again • Promotes the safeguarding of service users and their data, protecting them from criminal activity or potential abuse
Honesty	<ul style="list-style-type: none"> • Admitting to any mistakes you have made • Reporting mistakes that colleagues have made • Not pretending the mistake did not happen • Not blaming someone else for the mistake • Implementing changes to ensure the mistake is not made again • Being honest about outcomes and treatments with service users, even though the conversation might be difficult 	<ul style="list-style-type: none"> • Contributes to service users having more confidence in the care they receive • Contributes to care professionals having more confidence in their colleagues • Promotes safeguarding as professionals will act with transparency • Ensures that the service user will feel comfortable using the service again • Protects the reputation of staff, the profession and the service itself • Professionals who have been dishonest can face dismissal and further legal actions

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Attributes

Attributes

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Empathy		
Patience		
Trustworthiness		
Honesty		

B2: VALUES IN HEALTH AND SOCIAL CARE

The 6Cs

Values

The beliefs that guide a person's thoughts and behaviour

The 6Cs

The 6Cs are a set of values required by all patient-facing health and social care staff.

Value	How is the value demonstrated?	Why is it important in health and social care settings?
Care	<ul style="list-style-type: none"> • Finding out what an individual's specific physical, emotional and cultural needs are • Personalising care to each individual that they work with • Giving individuals enough information to make an informed choice about the care that they will receive • Listening to service users' concerns and answering their questions fully and honestly • Not making any value judgements about a service user • Being tolerant of service users' values, views and behaviour • Keeping individuals up to date with changes to their condition and care and involving them with any decisions 	<ul style="list-style-type: none"> • Contributes to service users feeling valued and feeling that they are heard • Promotes a positive trusting relationship between the service user and the professional • Ensures service users feel comfortable with the care provided to them • Encourages service users to be more open and honest, which will ultimately improve their care outcomes
Compassion	<ul style="list-style-type: none"> • Involving service users in all discussions and decisions about their care • Ensuring privacy is respected. Consultations with health and social care professionals must take place in private • Making sure that personal care is dignified. This includes carers asking permission before carrying out any procedure and telling the service user their name • Communicating with individuals with respect including asking the service user how they would like to be addressed and avoiding patronising communication • Giving the individual the time that they need, without rushing them, during consultations and when personal care and treatment are being carried out 	<ul style="list-style-type: none"> • Ensures that service users feel valued • Allows service users to maintain high self-esteem and a positive self-image • Reduces stress and anxiety service users may have about their treatment • Ensures service users feel more comfortable in the care setting
Competence	<ul style="list-style-type: none"> • Undertaking regular training and continuous professional development • Sharing best practice with colleagues • Learning from more experienced colleagues • Following the policies and procedures of the service within which they work • Making sure that they have a complete understanding of how to safeguard service users • Seeking advice from more experienced colleagues if they are not sure about anything 	<ul style="list-style-type: none"> • Ensures service users receive the most appropriate care for their condition and situation • Improves outcomes for service users • Promotes safeguarding of service users and staff • Protects the reputation of staff, the profession and the service itself
Communication	<ul style="list-style-type: none"> • Adapting the method of communication to suit the situation and the service user • Varying communication style depending on the age and circumstances of the service user • Using appropriate vocabulary • Displaying reassuring body language • Actively listening • Providing support for service users who have sensory disabilities, sensory issues or have English as an additional language • Ensuring that service users have enough time to understand and respond to information received • Showing interest in the individual through their verbal and non-verbal responses • Responding clearly and fully to colleagues when sharing information about service users 	<ul style="list-style-type: none"> • Promotes positive working relationships between professionals and service users • Promotes anti-discriminatory practice • Ensures that service users and professionals feel valued and heard • Increases dignity for service users • Encourages constructive and collaborative relationships between professionals, enhancing multi-disciplinary working • Promotes safeguarding of service users and staff

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The 6Cs

Values

The 6Cs

Value	How is the value demonstrated?	Why is it important in health and social care settings?
Care		
Compassion		
Competence		
Communication		

B2: VALUES IN HEALTH AND SOCIAL CARE

Value	How is the value demonstrated?	Why is it important in health and social care settings?
Courage	<ul style="list-style-type: none"> • Reporting instances of poor practice • Reporting any suspicions or instances of abuse • Speaking up when they think that other treatment options may be more effective for the service user • Contributing to making improvements in the way that care is delivered • Promoting a working environment where concerns can be communicated and dealt with in a transparent and impartial way • Following and utilising the organisation’s whistleblowing policy if necessary and supporting their colleagues when they use the whistleblowing policy 	<ul style="list-style-type: none"> • Ensures service users get the best quality care for their condition and situation • Safeguards vulnerable service users • Ensures that care professionals feel supported and empowered to contribute to the continuous improvement of the service that they work within • Calling out instances of poor practice ensures a high-quality service for all • Protects the reputation of staff, the profession and the service itself
Commitment	<ul style="list-style-type: none"> • Learning new skills and knowledge through continuous professional development • Helping to support their colleagues and other workers by regularly sharing best practice • Taking action where they see poor practice • Making sure that they are in the best physical and emotional condition to provide quality care • Being aware of the different roles and responsibilities in their workplace • Familiarising themselves with the policies and codes of conduct relevant to their role • Treating each patient equally • Taking all professional challenges in their stride 	<ul style="list-style-type: none"> • Ensures the best possible outcomes for service users are achieved • Ensures service users receive the most up-to-date, research-informed care • Promotes service users’ confidence in the care that they are receiving • Protects the reputation of staff, the profession and the service itself

Apply it:

How a *skill* is demonstrated

Sobia, age 25, is afraid of going to the dentist. She needs urgent dental work. How can professionals demonstrate organisation when supporting Sobia?

Staff at the dental practice can use their organisational skills to create a supportive environment, ensuring a positive experience for Sobia. The receptionist can schedule an initial consultation for Sobia to meet with the dentist and discuss her concerns. This will give her an opportunity to get to know the dentist and discuss any fears or anxieties she may have. Timely appointment reminders can be sent to Sobia via phone, email, or text message to ensure that she does not miss her appointments. This will also give her time to mentally prepare for the appointment. The dentist can provide Sobia with educational materials about the procedures she will be undergoing before her appointment. This will help her understand what to expect and alleviate any fears or concerns she may have. By having all the equipment ready for the procedure before she arrives, the dental nurse can instil Sobia with confidence in the service, further reducing her fear.

Apply it:

How an *attribute* is demonstrated

Jay, age 12, has a learning disability which creates challenges when communicating with others. He has broken his leg and is in A&E refusing to let anyone examine him. How can professionals demonstrate patience when supporting Jay?

As Jay has learning disabilities, it is vital that professionals establish a positive relationship with him, and patience is central to achieving this. Each professional should introduce themselves by name and establish a rapport, by trying to find out a bit more about Jay’s likes and dislikes. They should use simple and clear language and avoid jargon. They should also take the time to use visual aids such as pictures or diagrams to help explain medical procedures. The doctors and nurses should listen carefully to what Jay is saying and acknowledge his concerns and take them seriously. Jay could be provided with some choices, such as which arm to take his blood pressure or which colour of cast he would like. This will give him a sense of control and help him feel more involved in the process. It is also very important to give Jay the time he needs to process information, without him feeling rushed or under pressure.

Apply it:

How a *value* is demonstrated

Lucian, age 80, is visiting a residential home as he is considering moving there. How can professionals demonstrate communication when supporting Lucian?

Professionals should actively listen to Lucian’s concerns, needs and preferences. They should give him their full attention, avoid interrupting him, and ask open-ended questions to help him express himself. When talking to Lucian, professionals should use language that is easy to understand, avoiding jargon or specialist terminology. They should also speak clearly and at a pace that is comfortable for Lucian. Lucian should be provided with all the relevant information about the residential home, such as the services, amenities and costs, in an open and transparent way. They should ensure that he fully understands what is being offered and is given opportunities to ask question or for information to be repeated.

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The 6Cs

Value	How is the value demonstrated?	Why is it important in health and social care settings?
<p>Courage</p>		
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Apply it:

Write two paragraphs on: **How a *skill* is demonstrated**
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