

Unit HSC505: Working with Service Users with Complex Needs

Unit code: T/505/9520

RQF level: 5

Aim

The aim of this unit is to help learners to understand issues of health, disability and illness and how health care professionals can empower those with complex physical and mental health needs to determine their own care.

Learning Outcomes and Assessment Criteria

Learning outcomes	Assessment criteria
To achieve this unit a learner must be able to:	Assessment of these outcomes demonstrates the learner can:
1. Analyse different perceptions of health, disability and illness.	1.1 Describe the historical and current definition applied to health, disability and illness. 1.2 Choose 1 condition and analyse the differences in perceptions historically and in the present day.
2. Discuss how to promote the participation and independence of users of health and social care services.	2.1 Linking to legislation, discuss how you can promote independence in service users. 2.2 Discuss the mechanisms by which service users can be involved in developing services.
3. Evaluate how the design and review of services promotes and maximises the rights of users of health and social care services.	3.1 Evaluate the role of stakeholders in service design and review. 3.2 Evaluate how feedback from all stakeholders can be collected. 3.3 Discuss potential tensions in developing services with stakeholders for health and social care organisations.

Suggested Resources

Lishman, J. (2007) *Handbook for practice learning in social work and social care: knowledge and theory*. London: Jessica Kingsley

Holland, K and Hogg, C (2010) *Cultural Awareness in nursing and Healthcare – An introductory text* (2nd Ed) Hodder Arnold

Thompson, N () *Promoting Equality: working with diversity and difference* (3rd Ed) Palgrave Macmillan

Cuthbert, S and Quallington J (2008) *Values for Care practice*. Reflect Press

Fatchett, A (2012) *Social policy for Nurses*. Polity

Journals:

Health & Social Care in the Community

Journal of Health and Social Care Improvement