

START

1 Identify two relevant skills a support worker should demonstrate whilst supporting a service user with a learning disability.

2 marks

2 State two pieces of legislation which protect the rights of service users with a learning disability.

2 marks

3 Give two social care settings which support service users with a learning disability.

2 marks

4 Identify two of Danny's needs which should be considered during the creation of his care plan.

2 marks

12 Outline one advantage of good communication between members of Danny's multi-disciplinary team and one possible consequence of poor communication.

6 marks

11 Examine two ways in which social workers can promote anti-discriminatory practice for service users with a learning disability.

6 marks

10 Explain how policies and procedures affect those working with service users with a learning disability.


6 marks

SCENARIO

Learning Disability

Danny is 19 years old and has a learning disability. He currently lives at home with his parents, although he would like to find a job and live independently. However, his father believes that Danny is not ready to live alone as he will not be able to manage his finances.

Danny has a meeting scheduled with his social worker (Sylvia) and the manager of a sheltered housing complex for young adults with a learning disability. If Danny is able to get a place in the sheltered housing complex he will have his own flat with support workers on-site to support him. However, first they must have a multidisciplinary meeting to decide whether the sheltered housing complex is suitable for his needs. Danny's dad would like to be present at the meeting.



9 Explain how the assessment and care planning process can empower Danny.

6 marks

8 Outline the role of an advocate for service users with a learning disability.

4 marks

5 Outline two ways in which health and social care services can support Danny to live independently.

4 marks

6 Describe how investigations into poor working practices have led to improved practices in the health and social care sector.

4 marks

7 Describe two barriers which may prevent Danny from getting a place in the sheltered housing complex.

4 marks

WORKING WITH PEOPLE WITH SPECIFIC NEEDS IN THE HEALTH AND SOCIAL CARE SECTOR

SUGGESTED ANSWERS

1 Identify two relevant skills a support worker should demonstrate whilst supporting a service user with a learning disability.

- 1 Effective communication skills**
- 2 Patience**

12 Outline one advantage of good communication between members of Danny's multi-disciplinary team and one possible consequence of poor communication.

Advantage: Informed decision making: when all relevant information has been passed on, Danny is able to make an informed choice about his care, further empowering him in his role in care planning meetings.

Consequence: Delays in care: Danny may have to wait longer to access the care services he is entitled to if professionals don't communicate well (e.g. if they do not respond quickly to emails or letters).

11 Examine two ways in which social workers can promote anti-discriminatory practice for service users with a learning disability.

- 1 Challenge intentional and unintentional instances of discrimination;** this could be by raising the issue with a line manager or via whistleblowing.
- 2 Adapt the way in which services are provided for service users with a learning disability,** e.g. use techniques such as Makaton or social stories to ensure service users understand changes taking place in their care.

10 Explain how policies and procedures affect those working with service users with a learning disability.

Since the publication of the Francis inquiry in 2013 (detailing failings of the Mid Staffordshire NHS Trust) policies, procedures and codes of conduct have become more specific. For example, codes of conduct in a residential home for service users with a learning disability are presented more clearly (so they can be understood by service users and their family) and they are more rigorously enforced.

2 State two pieces of legislation which protect the rights of service users with a learning disability.

- 1 Equality Act (2010)**
- 2 Human Rights Act (1999)**

3 Give two social care settings which support service users with a learning disability.

- 1 Day centre**
- 2 Residential care home**

4 Identify two of Danny's needs which should be considered during the creation of his care plan.

- 1 Ability to communicate his needs with others.**
- 2 His confidence in his ability to care for himself.**

5 Outline two ways in which health and social care services can support Danny to live independently.

- 1 Help Danny to complete job applications so that he can find employment.**
- 2 Arrange work skills training so that Danny has the skills he needs to find work.**

6 Describe how investigations into poor working practices have led to improved practices in the health and social care sector.

Through the introduction of the Care Certificate; all new workers must complete this within 12 weeks. This ensures that new staff have the skills to provide safe, good quality care and understand relevant legislation surrounding their practice.

7 Describe two barriers which may prevent Danny from getting a place in the sheltered housing complex.

- 1 Delays in the assessment procedure:** bureaucracy and differences in data management systems means that agencies may have delayed communication leading to the assessment process taking longer and potentially Danny missing out on his place.
- 2 Cost;** Danny may be required to pay a contribution towards his living costs. This could put him at risk of poverty and mean he does not take a place at the complex.

EXTENSION ACTIVITIES

Now you have checked your answers to the consolidation questions, complete the extension activities below.

Danny and his father have begun arguing at the meeting.

1 Describe two ways in which conflict can be reduced in health and social care settings. (4 marks)



2 Use the link to the leaflet to find out how GP surgeries can support service users with a learning disability:



9 Explain how the assessment and care planning process can empower Danny.

By placing Danny at the heart of the service and generating a person-centred care plan, Danny is empowered to put forward his own wants and wishes within the multi-disciplinary meetings. This ensures Danny feels confident in the outcome of the care plan and knows that any worries have been addressed. Also, the focus on what Danny can do (rather than what he can't do) will allow Danny to remain as independent as possible.

8 Outline the role of an advocate for service users with a learning disability.

An advocate can form a good working relationship with a service user so that they can effectively help them express their needs, wants and wishes to those working in health and social care services. The advocate will support the equal rights of the service user they represent to reduce the risk of discrimination.