

## BTEC Health and Social Care – Summer Task 2018

Using the attached case study to help you, write a report (word processed) explaining the **skills and personal attributes** necessary for professionals who care for individuals with different needs.

Within your report you should refer to the **caring and people skills** that were covered during the lesson.

Think about:

- Who is responsible for Nusrat's care?
- How are the caring skills being implemented? Give examples of their use.
- What personal qualities does a person require in order to work with Nusrat?

Your work should be set out as follows:

1. Introduce Nusrat with a brief overview of her needs
2. Explain who is responsible for her care
3. Explain the 6 caring skills and the personal skills/attributes necessary for professionals to care for her

In order to achieve the higher grade you should look at **assessing these methods**. This involves a discussion of which skills and attributes would be most appropriate and why?

Successful completion of this task will be judged against the following criteria in your first piece of coursework

**A.P2** – Explain the skills and personal attributes necessary for professionals who care for individuals with different needs.

**A.M2** – Assess different methods professionals might use when building relationships and establishing trust with individuals with different needs.

## **Health and Social care: Unit 5 Case Study**

### **Section 1**

#### **Nusrat Patel**

Nusrat Patel is 19 years of age and has learning disabilities and epilepsy. She has recently left her residential school and now lives full time with her mother. Nusrat's mother has recently given up work to care for her, but is finding this very stressful. Nusrat's father died when she was five years old. Nusrat now attends the community centre on Tuesdays and Thursdays so her mother can take a break from caring for her.

Staff and volunteers at the community centre are aware of Nusrat's right to be involved in decisions about her own care. However, as she has learning disabilities, it was decided to also involve Nusrat's mother, as her main carer.

Nusrat sometimes has difficulty in expressing her own needs, wants and wishes and the team has included an advocate who has experience in working with individuals who have learning disabilities.

Nusrat has her own personal care plan at the centre, which has been formulated taking a person-centred approach. The plan focuses on Nusrat's abilities rather than her disabilities and is flexible to incorporate any necessary changes.

The plan includes the designation of a named person Nusrat can come to if she has concerns. Nusrat frequently becomes distressed and so the named person has completed a counselling skills training course, which incorporated positive communication skills, in order to support her.

The planning process for Nusrat included graphical facilitation so that a circle of support, which includes Nusrat, her mother and the named person, could be designed. Other individuals may be added as appropriate.

Nusrat enjoys dance and drama and has joined in with activities at the centre. The team who runs the activities has produced Makaton sheets for any scripts or routines to be followed, so that Nusrat can fully participate in activities and productions.

Nusrat's epilepsy is not, currently, well controlled and it has been agreed that a volunteer will accompany Nusrat to the bathroom to enable emergency action if this is needed. The volunteer is aware that she must be discreet in order not to compromise Nusrat's right to dignity.

With the agreement of Nusrat and her mother, the centre manager has arranged a meeting with Nusrat's G.P. to discuss improved management of Nusrat's epilepsy. The G.P. has now referred Nusrat to a specialist nurse practitioner, who is an expert in epilepsy.

Nusrat has a trusting nature and is likely to attach herself to anyone who appears friendly. This has raised safeguarding concerns and so a list of 'friends' using photographs and Makaton symbols has been provided for Nusrat, to support her independence, whilst contributing to her safety.