



RESOURCES LINK - R021, R022

VERSION 1 JUNE 2012



HEALTH AND SOCIAL CARE

Level 1/2

WELCOME

Resources Link is an e-resource, provided by OCR, for teachers of Cambridge Nationals in Health and Social Care. It provides descriptions of, and links to, a variety of teaching and learning resources that you may find helpful.

In Resources Link you will find details of OCR's own support materials along with information about publisher partner, endorsed and other independent resources.

Where appropriate, we have mapped the resources to the OCR specifications, and provided information about their cost and format.

If you know of other resources you would like to see included here, or discover broken links, please let us know. We would also like to hear from you if you have any feedback about your use of these, or other, OCR resources. Please contact us at resourcesfeedback@ocr.org.uk

Types of Resource

OCR Produced Resources

These are resources devised and produced directly by the Resources Development Team at OCR.

Publisher Partner Resources

For many subjects OCR works with a publisher partner to ensure that good quality resources such as textbooks are available for first teaching.

Whilst the publisher partner has access to our subject experts and we quality check and endorse these resources they are produced by, and remain the property of, the publisher partner. There is no financial link between OCR and its publisher partners and we do not pay for the development of, or receive any royalties from, these resources.

Endorsed Resources

These resources were produced entirely independently of OCR, but we have quality checked them for their suitability as a resource to support our qualifications.

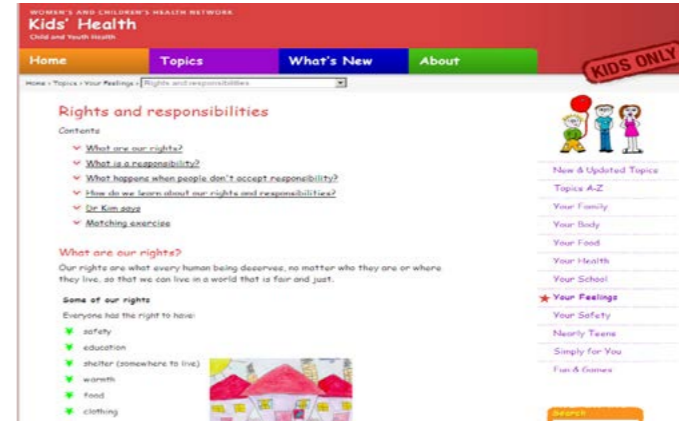
Other Resources

Unless specifically stated these resources are completely independently produced and are not endorsed by OCR. We have looked at them though, and we think they could be useful in supporting our specifications.

We leave it to you, as a professional educator, to decide if any of these resources are right for you and your students, and how best to use them.

You can now [click here](#), if you want to see an index of all resources mapped to subject topics, or alternatively flick the bottom right-hand corner of the page to start browsing.

Women’s and children’s health network - Kids’ Health



This website could be used as a brief introduction into what are childrens’ rights and responsibilities. The website is informative and has a matching exercise linked to the information conveyed. This information is not specifically linked to Health and social care, it is more generically based on individuals rights and responsibilities. (Click on Kids’ Health and then search for rights and responsibilities)

Supports:	Level 1/2 Cambridge National in Health and Social Care Unit R021
Cost:	Free
Format:	Website
www.cyh.com/Default.aspx?p=1	

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at

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Home Office Website- Equality Act



This website will provide teachers with the information that they need about various pieces of legislation in order to develop this into relevant activities for their learners.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R021

Cost: Free

Format: Website

www.homeoffice.gov.uk/equalities/equality-act/

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Teachers-Direct



This website provides teachers with various quiz type activities to test the knowledge and understanding of their learners with regards to various Health & Social care topics of study. One such quiz is based on hygiene.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R021

Cost: Free

Format: Website

<http://www.teachers-direct.co.uk/resources/quiz-busters/>

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Zig Zag Education

Home Contact ZigZag Education Conditions of Supply of Goods Dispatch Details FAQ

Enter keywords or POO Search

Home > Health and Social Care > GCSE > OCR (New 2009 Specification)

Realistic Case Studies with Activities

Buy with the complementing Starter and Plenary Activities

Bring these units to life with realistic and varied case studies students can really relate to. Each case study is accompanied by a variety of meaningful individual, pair and group activities, including card sorting, exam-style questions, role plays and research. With self- & peer-evaluation, and answers for all activities.

- ✓ Case study for every topic - all criteria covered for the whole unit
- ✓ Emphasises the vocational aspect of Health & Social Care
- ✓ Suitable for all learners: "The range of activities will also help to motivate learners & there is provision for different learning styles and preferences." C Rothwell, Education Consultant & Independent Reviewer

"I am very impressed with this resource... it has been very well researched and put together... The Case Studies are realistic and most learners will be able to relate to them; they bring the unit to life for the learners."
C Rothwell, Education Consultant, author of many GCSE Health & Social Care resources and Independent Reviewer

Ordering Details					
Order Code	Title	Notes	Dispatch	Price	Actions
web/3900	OCR Realistic Case Studies with Activities Unit 1 Health, Social Care & Early Yrs	122 A4 photocopiable pages	Available for immediate dispatch	£79	View Add to basket

This organisation specialises in providing OCR specific resources to support classroom delivery. These resources may need some adaptation but form a good basis to the themes that are identified in the Cambridge Nationals R021 unit. The case studies identified incorporate the hygiene, safety and security aspects of the L04 criteria.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R021

Cost: The prices vary according to the case study units. From £49-£79

Format: Activity sheets- Resource packs

<http://zigzageducation.co.uk/synopses/3682-GCSE-OCR-HSC-Case-Studies.asp>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at

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Health & Safety Executive

HSE Health and Safety Executive

Home About Us Guidance About you About HSE Contact HSE

Health and social care services

Frequently asked questions

Safety topics

- Slips and trips
- Falls from windows
- Moving and handling
- Workplace violence
- Safe use of bed rails
- Electric profiling beds
- Scalping and tuming
- Health topics
- Domestic care
- RIDDOR in health and social care
- News and events
- Resources
- Subsites

Safety topics

- Slips and trips
- Falls from windows
- Moving and handling
- Workplace violence
- Safe use of bed rails
- Electric profiling beds
- Scalping and tuming

Resources

- Manual handling in the health services
- Health and safety in care homes
- Bed rails information tool
- Health resources

This website will provide teachers and learners with information relating to safety procedures within the workplace. It supports teachers to identify safety procedures and legislative information that could inform the delivery of the Cambridge Nationals, unit R021 unit.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R021

Cost: Free

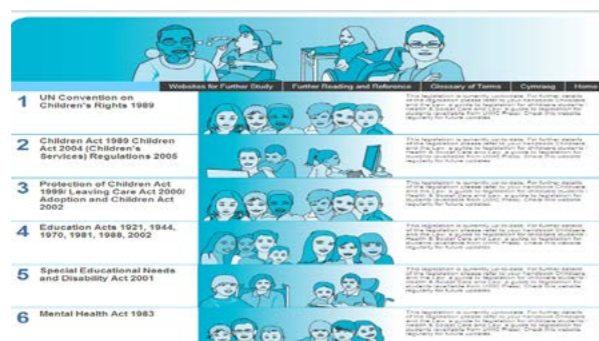
Format: Website

www.hse.gov.uk/healthservices/safety-topics.htm

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Care and the Law



This website provides learners with an overview of various pieces of legislation that they will study as part of their Health & Social Care course

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R021

Cost: Free

Format: Website

www.careandthelaw.org.uk/eng/b_introduction.htm

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at

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The Excellence Gateway



This gateway identifies various resources that may support the delivery of health & social care. Once such unit is identified, this is called personal protective equipment. This unit will support the L04 for the unit R021, as it identifies the types of equipment that would be necessary to use in H&SC settings.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R021

Cost: Free

Format: Can be downloaded from the website in a word format

<http://archive.excellencegateway.org.uk/page.aspx?o=199649>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at

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Teachers Direct



Teachers direct is a website run for teachers by teachers. The purpose of this website is to support teachers to develop a variety of classroom resources.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R022

Cost: Free

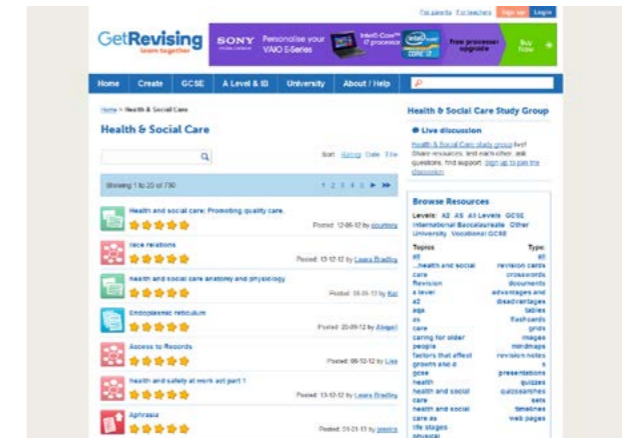
Format: Website

www.teachers-direct.co.uk/index.aspx

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Get Revising



This is a website that enables teachers to access resources that have been created by other practitioners. The resources have a variety of focuses.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R022

Cost: Free, but registration is required

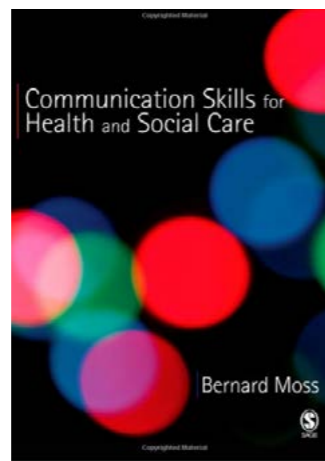
Format: Website

http://getrevising.co.uk/resources/subjects/health_and_social_care

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Communication Skills for Health & Social Care



This book has been written by a lecturer at Staffordshire University. He has included in it many of the qualities and Skills that care practitioners will need when working within the Health and Social Care sector. Author; Bernard Moss

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R022

Cost: To buy new £29.00

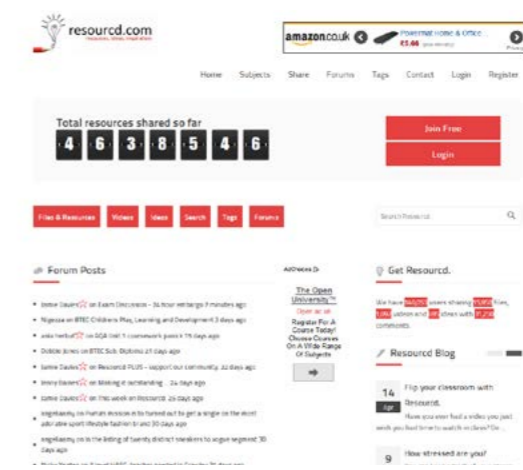
Format: Book

www.amazon.co.uk/Communication-Skills-Health-Social-Care/dp/1412922852#_

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HSC Share



This website enables teaching practitioners to upload and download resources linked to Health & Social Care.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R022

Cost: Free, but registration is required

Format: Website

<http://www.resourcd.com/@hscshare>

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at

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Communication in Health & Social Care

Figure 1.1
Forms of communication

Getting started

This task introduces you to the forms of communication used by health and social care workers and the contexts in which they are used. When you have completed this task, you should:

- be able to describe and explain the communication cycle
- know about non-verbal, group, formal and informal communication in health and social care settings
- be able to describe a range of different forms of communication used by health and social care workers.

Key terms

Consider the nature of the information contained in a message. Identify understanding and entering into another person's feelings. Formal communication: official or correct form of communication. Informal communication: doesn't add to the formal value of communication as it is casual, relaxed conversation, written notes or text message. Multichannel: a system of communication using multiple channels, which is used by people with language and hearing difficulties. Non-verbal communication: forms of communication that do not use words (e.g. body language). Object of reference: objects that have a particular meaning for a person (e.g. a special ring or ornament). Symbolic action or stage start: an action or object used to start a performance or activity. Verbal communication: forms of communication that use words (e.g. conversation).

The communication cycle

Communication is about making contact with others, and being understood. It involves people sending and receiving messages. In all communication, or any message, communication takes place. The communication cycle is shown in a communication cycle diagram.

- A person **sends** a message.
- The code that message using words or non-verbal means.
- The sender **encodes** the message to someone else (e.g. by talking).
- A second person **receives** the message (e.g. by hearing what has been said or by seeing non-verbal communication).
- The second person **decodes** the message.
- The message is **understood**.

Figure 1.1 The communication cycle

This resource contains some general information about communication in Health and social care and outlines the basics.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R022

Cost: Free

Format: Website

www.collinseducation.com/resources/BTECHSCunit1.pdf

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Unit 2- Communication in Health & Social Care Settings

Barriers to Communication

Read the case study below. Before you think about the task in the right-hand column, answer the questions - they will help you to clearly consider the main problems in Dr Baldwin's office.

Arthur Baldwin describes himself as a traditional general practitioner. Part of his tradition is reflected in the way he sets out his surgery and conducts interviews with patients and colleagues. Dr Baldwin has a policy of giving every patient a five-minute consultation. He always sits behind his large oak desk, leans back in his chair and asks patients to state their symptoms. The patients sit about ten feet away from Dr Baldwin and can see a desk full of files, notes and items of medical equipment and Dr Baldwin looking at them with raised eyebrows.

Dr Baldwin is not particularly interested in hearing about his patients' personal concerns but encourages them to stick to the physical or psychological symptoms. Dr Baldwin's patients complain that he sometimes seems more interested in the programme on the radio behind him, or in writing up notes from previous consultations, than in listening to them.

Produce some recommendations for Dr Baldwin that would enable him to improve interpersonal interactions with his patients. You should consider both the environmental changes that might be made and the modifications he might make to his communication skills.

1. What does the case study identify as Dr Baldwin's patients' main concerns about his own communication skills?

This resource includes in it a series of lesson activities that are useful when asking learners to consider barriers to communication and other issues that may hinder effective communication. This resource would need to be adapted to ensure that it met the needs of learners.

Supports: Level 1/2 Cambridge National in Health and Social Care Unit R021

Cost: Free

Format: Website

www.furthereducationlessontrader.co.uk/study%20pack.doc

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Effective Communication and Human Needs



This is an interactive document that requires learners to fill in the correct information with regards to the importance of effective communication. This interactive tool gives learners hints and tips in order to support them to complete the activity.

Supports: Level 1/2 Cambridge National in Health and Social Care
Unit R022

Cost: Free

Format: Website

www.educationforum.co.uk/Health/commsandneeds.htm

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Resources Index

click on a resource to go to the appropriate page.

Unit R021 - Essential values of care for use with individuals in care settings

- Women's and children's health network - Kids' Health
- Home Office Website - Equality Act
- Teachers-Direct
- Zig Zag Education
- Health & Safety Executive
- Care and the Law
- The Excellence Gateway

Unit R022 - Communicating and working with individuals in health, social care and early years settings

- Teachers Direct
- Get Revising
- Communication Skills for Health & Social Care
- HSC Share
- Communication in Health & Social Care
- Unit 2- Communication in Health & Social Care Settings
- Effective Communication and Human Needs

Contact us

Staff at the OCR Customer Contact Centre are available to take your call between 8am and 5.30pm, Monday to Friday.

We're always delighted to answer questions and give advice.

Telephone 02476 851509

Email cambridgenationals@ocr.org.uk

