

Life circumstances

REVISE IT!
You might need to use
Component 1 knowledge
about life circumstances
in your assessment.

Circumstances change as people move through life and can impact health and wellbeing.

- Circumstances that can change**
- **Employment status:** type of work, employment, promotion, redundancy
 - **Living conditions/housing:** changes in level of security, quality of housing, level of deprivation, homelessness
 - **Education:** starting/moving school, college, university
 - **Exclusion:** from a group, school or college
 - **Income:** a change in level of income
 - **Imprisonment**
 - **Retirement:** when you stop or reduce work

The impact of life circumstances

	Positive impact of good or improved circumstances	Negative impact of poor or reduced circumstances
Employment status	<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ develops independence ◦ improves self-concept • Intellectual impact <ul style="list-style-type: none"> ◦ improves thought processes (creative thinking, problem solving) 	<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ low status roles or redundancy leads to stress and anxiety ◦ sleeplessness • Social impact <ul style="list-style-type: none"> ◦ negative or breakdown of relationships
Retirement	<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ reduced stress • Social impact <ul style="list-style-type: none"> ◦ more time to socialise with family and friends ◦ opportunities for leisure or physical activities 	<ul style="list-style-type: none"> • Physical impact <ul style="list-style-type: none"> ◦ loss of fitness and mobility if less active • Social impact <ul style="list-style-type: none"> ◦ loss of relationships with colleagues • Intellectual impact <ul style="list-style-type: none"> ◦ loss of intellectual stimulation and job status
Living conditions	<ul style="list-style-type: none"> • Physical impact <ul style="list-style-type: none"> ◦ good or improved health • Social impact <ul style="list-style-type: none"> ◦ opportunity to relax and be physically active 	<ul style="list-style-type: none"> • Physical impact <ul style="list-style-type: none"> ◦ poor health ◦ respiratory disease ◦ heart disease • Emotional impact <ul style="list-style-type: none"> ◦ isolation
Starting school, college or university	<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ improved confidence, self-esteem • Social impact <ul style="list-style-type: none"> ◦ opportunity to build new friendships • Intellectual impact <ul style="list-style-type: none"> ◦ opportunity to extend knowledge and learning, develop new skills 	<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ anxiety about new routines and meeting new people • Social impact <ul style="list-style-type: none"> ◦ insecurity about leaving parents and other familiar people
Exclusion		<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ low self-image • Social impact <ul style="list-style-type: none"> ◦ loss of friendships/social activities
Income	<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ more independence ◦ higher self-esteem 	<ul style="list-style-type: none"> • Physical impact <ul style="list-style-type: none"> ◦ poorer diet/nutrition, weight gain or loss • Emotional impact <ul style="list-style-type: none"> ◦ worry/anxiety
Imprisonment	Prison is punitive but also redemptive; many people change their lives for the better through the forced structure that prison creates.	<ul style="list-style-type: none"> • Emotional impact <ul style="list-style-type: none"> ◦ loss of independence, anxiety/depression • Social impact <ul style="list-style-type: none"> ◦ breakdown in relationships

Now try this

Write down some of your own life experiences, then identify how changes in your circumstances may have impacted on your own health and wellbeing.

You might think about how starting school or moving house affected you.

Health indicators

Health professionals measure a range of indicators to assess risks to health and wellbeing. Indicators may be physiological measurements such as blood pressure.

Indicators

Indicators may be **physiological**, such as:

- resting heart rate (pulse)
- heart rate (pulse) recovery after exercise
- blood pressure
- Body Mass Index (BMI).

Physiological indicators

Physiological indicators show how well the body's systems are functioning. Health professionals check a person's health by taking measurements. They compare the results with published guidance from reliable sources such as the National Health Service (NHS), Royal College of Nursing or charities such as the British Heart Foundation or Asthma UK.

Importance of understanding indicators

Measuring and monitoring indicators helps health professionals to:

- detect health problems at an early stage
- track improvements or deterioration in health
- make recommendations about health and treatments
- give advice about future health risks
- support individuals to make different lifestyle choices.

You will revise more about physiological indicators on pages 22–23.

Measuring physiological indicators

1 Resting heart rate (pulse)

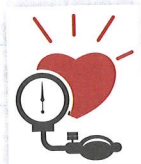
Measures the number of heart contractions in one minute.



2 Heart rate (pulse) – recovery after exercise

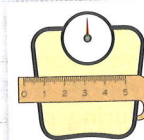
Measures the difference between the heart rate (pulse) at the end of physical activity and one minute after.

3 Blood pressure



Measures the pressure of blood as it circulates in the body.

4 BMI



Indicates proportion of body fat using measurements of a person's height and weight.

Now try this

Milena, aged 26, has been feeling dizzy. She has booked an appointment with her GP.

Give **two** physiological measurements that the GP is likely to make and suggest two questions that the GP may ask Milena about her health.

Dizziness can be caused by heart conditions. Think about measurements and questions most relevant to Milena's heart health.

Heart rate

You can feel the heart rate (pulse) in the wrist or neck. It is used to measure how fast the heart beats in beats per minute (bpm). Pulse rate is a physiological indicator of the level of a person's health and physical fitness.

Resting pulse rates

A **resting pulse rate (RPR)** is measured when a person has been still for about five minutes.

The pulse can be measured placing fingers on the inside of the wrist at the base of the thumb and counting the beats for one minute. NHS guidance states that the average RPR for an adult is between 60 and 100 beats per minute. Lower or higher rates are abnormal and may indicate health problems.

Gender – men often have a lower RPR than women

Age – babies and children usually have a higher RPR than adults.
For example:

- newborn babies 70–190 bpm
- children aged 5–6 75–115 bpm
- adult 60–100 bpm

Factors that affect RPR

Size – overweight people usually have a higher RPR than lean people

Level of physical activity – fitter people often have a lower RPR pulse rate than less active people. For example, an athlete may have an RPR of 40–60 bpm

Pulse rate during physical activity

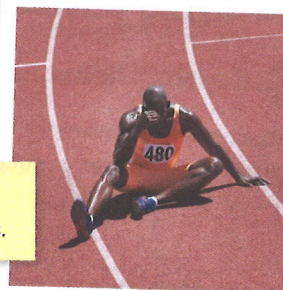
Pulse rate increases during physical activity.

- ✓ The target **maximum** number of heart beats per minute is 220 minus a person's age.
- ✓ A **healthy** pulse rate during or just after moderate exercise is between 50% and 70% of the maximum.

After physical activity, an athlete's pulse rate returns to their RPR more quickly than in someone who is unfit. The athlete has a faster **recovery rate**.

Recovery after physical activity

Pulse rate gradually returns to RPR after physical activity.



Abnormal readings

Abnormal readings are those above guideline levels when at rest (RPR) or during physical activity. Risks arising from raised pulse rate:

Short-term risks

- 👉 dizziness
- 👉 light headedness
- 👉 chest pain

Long-term risks

- 👉 heart attack
- 👉 stroke
- 👉 high blood pressure

The effects on health

The heart is working harder to pump blood, so:

- blood vessels may be damaged
- arteries can thicken.

A heart rate which takes a long time to recover after exercise could indicate:

- the heart is working too hard because of high blood pressure
- the heart needs more oxygen than the body can provide, which increases the risk of a heart attack
- the heart isn't working properly because of an undiagnosed medical condition like diabetes.

Now try this

Pauline is 65 and healthy.

- 1 What should Pauline's maximum RPR be?
- 2 What is the expected range of Pauline's pulse rate when taking moderate physical activity?

To work out the maximum RPR and healthy pulse rate during or just after physical activity, look back over this page.

Blood pressure

Blood pressure is an important indicator of health. Blood pressure that is too high puts strain on the heart.

Blood pressure readings

Blood pressure is the pressure exerted by blood against the artery walls. It is measured in millimetres of mercury (mmHg) and is shown as two numbers:

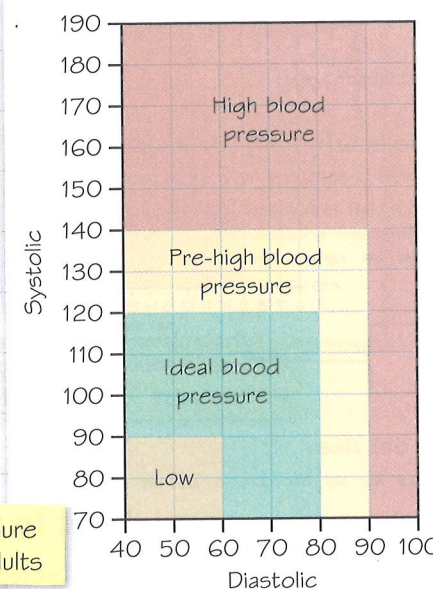
- **Systolic pressure** (the top number) is the maximum pressure in the blood vessels as the heart pushes out blood.
- **Diastolic pressure** (the bottom number) is the minimum pressure in the vessels when the heart relaxes between beats.



Blood pressure can increase with stress, so measurements should be taken at least three times and an average recorded.

Published guidance

The NHS and Blood Pressure UK provide charts giving guidance on interpreting blood pressure readings.



Blood pressure chart for adults

Interpreting readings

- ✓ Ideal blood pressure is between 90/60 mmHg and 120/80 mmHg.
- ✓ Pre-high is 120/80 mmHg to 140/90 mmHg.
- ✓ High blood pressure is between 120/80 mmHg and 140/90 mmHg or above.
- ✓ Low blood pressure is 90/60 mmHg or lower.
- ✓ Only one number (systolic or diastolic) has to be higher or lower than the guidelines to be abnormal.

Possible causes of high blood pressure

- Lifestyle – smoking, use of alcohol, drugs (look at pages 9–11)
- Nutrition – unhealthy diet, high salt intake (look at page 7)
- Genetic inheritance – people can be predisposed to high blood pressure (look at page 2)
- Lack of physical activity (look at page 8)
- Being overweight (look at page 24)

Changing to a healthy lifestyle is one of the best ways to reduce blood pressure.

Abnormal readings

High blood pressure

Long term risks of **hypertension** (high blood pressure) are:

- heart disease – the heart has to work much harder to pump blood around the body
- kidney disease – the pressure in the arteries causes them to narrow or weaken, so not enough blood can get to the tissues of the kidneys
- stroke – increased pressure causes blood vessels to weaken, if one bursts in the brain it will bleed into the surrounding tissue
- vascular dementia – narrowing of the arteries in the brain can mean a lack of oxygen and nutrients to the cells, so they begin to die.

Low blood pressure

In many people, **hypotension** (low blood pressure) does not cause health problems and can indicate a healthy heart. However, in some people it may cause dizziness. Low blood pressure can result from health conditions such as diabetes. Low blood pressure can link to aging or result from the use of some medications.

Now try this

Betty's blood pressure reading is 130/85.

Give **three** recommendations to help Betty lower her blood pressure.

Betty cannot change her genetic inheritance, but she can change her lifestyle.

Body Mass Index

Body Mass Index (BMI) is a way of measuring the amount of fat in the body. Being overweight or obese puts a strain on body systems and seriously affects physical health.

Measuring BMI

Health professionals can advise people about lifestyle changes based on their BMI and use readings to track progress. A combination of a healthy diet and exercise helps to lower the risks of being under or overweight. Individuals fall into one of five categories based on their BMI.

Category	BMI kg/m ²
Underweight	<18.5
Healthy weight	18.5–24.9
Overweight	25–29.9
Obese	30–39.9
Seriously obese	>40

Limitations

Although BMI is a suitable guide for a healthy weight for most people, it does not take account of:

- waist size – a waist size of more than 94 cm (37 in) for men and more than 80 cm (31.5 in) for women puts individuals at risks to health
- muscle mass – athletes have more muscle and may be heavy for their height
- bone density – this may decrease with age or lack of physical activity
- age – older people may lose muscle and have more fat. For those under 18, BMI is shown on separate charts for boys and girls, with measurements expressed in centiles
- sex – the same chart is used for men and women over 18, although women may have more body fat.

Risks to health

	High BMI	Low BMI
Long-term risk	<p>High blood pressure: As the body gets larger, the heart must work harder to pump blood.</p> <p>Heart attack: The arteries in the heart harden due to high cholesterol from fatty foods.</p> <p>Risk of type 2 diabetes: The body becomes insulin-resistant, so can't reduce blood glucose levels.</p>	<p>Slow growth: Due to a lack of nutrients like protein.</p> <p>Osteoporosis: Bones are brittle and break easily, due to a lack of nutrients like calcium.</p> <p>Infertility: Periods may become irregular or stop (a decrease in calories can stop hormone release).</p>
Short-term risk	<p>Tire easily; joint pain; breathlessness; snoring</p> <p>All are due to extra weight and body systems being overworked.</p>	<p>Skin, hair and teeth problems; tiredness; weakened immune system</p> <p>All are due to a lack of nutrients and energy from food.</p>

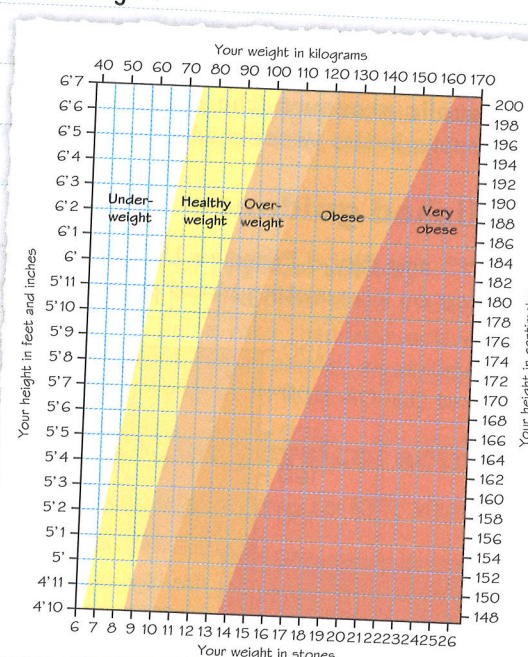
Now try this

- In which BMI category are these people?
- 1 Conran weighs 70 kg and is 1.8 m tall.
 - 2 Sadie weighs 90 kg and is 1.7 m tall.

Read the information you need from the BMI chart.

Published guidance

A chart gives the BMI of an individual, using measurements based on their height and weight.



NHS guidance for men and women over 18 years of age.

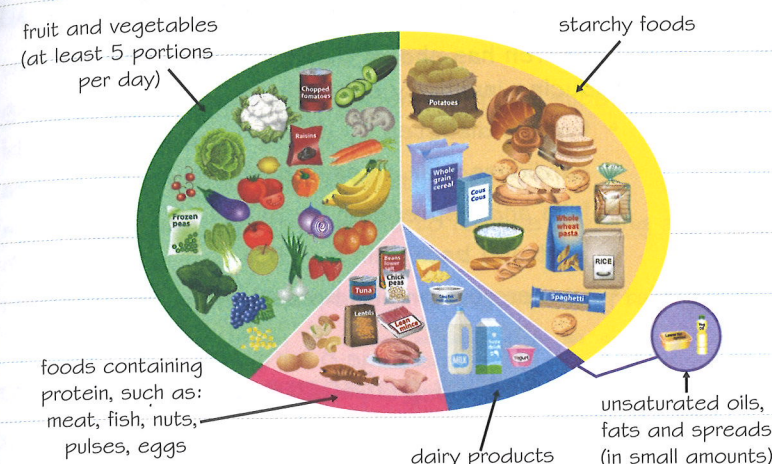
Lifestyle indicator – nutrition

Published guidance is there to advise individuals on a healthy and balanced diet.

A balanced diet

A balanced diet means the balance of different food types that a person needs to stay healthy. It contains all the nutrients the body needs in the correct proportions.

Re-read page 7 on nutrition and its purpose.



The Eatwell Guide shows the proportions of each food group you should eat in one day. For example, fruit and vegetables should make up just over a third of a healthy diet.

Fibre and water

As well as a range of nutrients from different food groups, a balanced diet also includes fibre and water.

- ✓ Fibre is important in the diet to lower the risk of heart disease and maintain a healthy digestive system.
- ✓ Water is used in all cells, helps regulate body temperature and also aids digestion.

Foods to avoid

unhealthy fats (particularly saturated fats)

Foods high in

sugar (drinks often contain sugar)

salt (no more than 6g per day for adults)

Quantity of food

All foods provide energy but some food types provide more energy than others. Fats provide the most energy, then carbohydrates.

Energy can be measured in calories. The maximum recommended number of calories is about:

- 2,000 kcal for moderately active adult women
- 2,500 kcal for moderately active men.

This includes food and drinks. Exact energy requirements vary according to size (height and weight) and level of activity.

Food labels

Food must be labelled to advise on the amount of calories, fats, sugars and salt because too much of these are unhealthy.

red = high amounts
amber = medium amounts
green = low amounts

Labels also indicate foods suitable for vegans, vegetarians or those with particular requirements such as individuals with coeliac disease who can't eat foods containing gluten.

Each burger contains:

ENERGY	FAT	SATURATES	SUGARS	SALT
924KJ 220kcal 11%	13g MED 19%	5.9g HIGH 30%	0.8g LOW <1%	0.7g MED 12%

% of an adults reference intake.
Typical values per 100g: Energy 966kJ/ 230kcal

Now try this

Imran is obese and eats more calories than the recommended daily allowance for men.

1. State **two** types of food Imran should reduce in his diet.
2. State **two** types of food Imran should increase in his diet.

Use the guidance on this page and the nutritional information on page 7.

Lifestyle indicator – physical activity

How much physical activity a person undertakes is a lifestyle choice. Published guidance helps to assess the level of physical activity required to maintain health and wellbeing.

Activity for all

Physical activity guidelines from the UK Chief Medical Officer depend on the age group and the person's ability or circumstance. Activity can be at different levels but is important for all ages and abilities. Activity may be:

- light exercise: walking at slow pace, cleaning/dusting, making a bed
- moderate exercise: hiking, riding a bike, mowing a lawn
- vigorous exercise: aerobics, football, swimming, hiking up a hill.

Benefits of physical activity

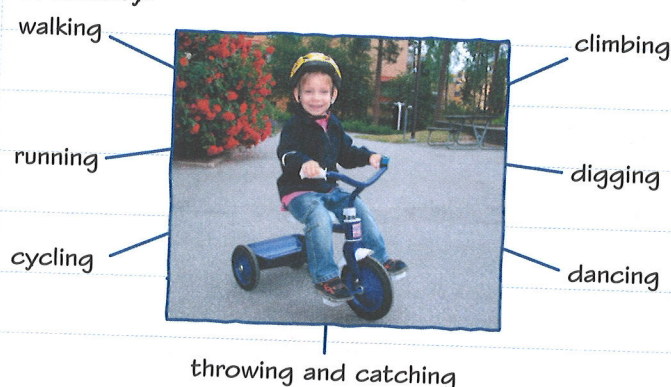
Research has shown that taking exercise and reducing inactivity can reduce:

- type 2 diabetes by 40%
- cardiovascular disease by 35%
- falls and depression by 30%
- joint and back pain by 25%
- cancers (colon and breast) by 25%.

Re-read page 8 for more on the positives of physical activity.

Children 1–5 years

Children should aim for at least 150 minutes of activity each day. It should involve different types of activity:



Children and young people 5–18 years



At this age, the advice is to be physically active for at least 60 minutes each day. Activity should:

- be spread evenly across the week
- reduce the amount of inactivity.

Activities should be undertaken that make the child or young person breathe faster and feel warmer.

Adults from 19 years

Adults should undertake each week:

- 👍 150 minutes of moderate exercise, or
- 👍 75 minutes of vigorous exercise, or
- 👍 a combination of moderate and vigorous exercise.

Adults should also undertake exercise on at least two days a week that:

- builds strength (for example gym, yoga, lifting and carrying)
- improves balance (for example dance, bowls, tai chi).

Adults with disabilities

It is important that people with disabilities take regular exercise. Any movement can help to maintain and boost health and wellbeing.

Advice is:

- 150 minutes of moderate exercise each week
- including balance and strength exercises on two days a week.

Now try this

Give **three** more examples of moderate and **three** examples of vigorous exercise for adults.

Look at the examples above and think of different ones. Are there any that you do?

Lifestyle indicator – smoking and substance misuse

Smoking and substance misuse has a negative effect on health and wellbeing. Health and social care workers play an important role in providing advice and support to reduce use.

The role of healthcare organisations

In the UK, healthcare organisations:

- gather data (statistics) about smoking and substance misuse
- identify those most at risk
- analyse data and advise on health risks
- set targets and support people to reduce smoking and drug use
- influence laws that discourage smoking and drug taking.

The statistics

In May 2021, England's Chief Medical Officer, Chris Whitty, said that smoking is likely to have killed more people than Covid-19 in the same period. He estimates that 900,000 people a year die as a result of smoking.

In 2019, there were 4393 deaths from the misuse of drugs.

How common is smoking and substance misuse?



Smoking



Drugs

In 2018, data showed that 14.7% of those over 18 smoked. This was a reduction of 5% from 2011.

Data in 2020 showed that 2.1% of adults aged 16–59 were frequent drug users. Of these, 4.3% were aged 16–24 years.

People make a choice to start smoking and take drugs, but it becomes an addiction. They need support to help them to stop.

Towards a smokefree generation

The Department of Health tobacco control plan aims by the end of 2022 to:

- reduce the number of 15-year-olds who smoke from 15% to 3% or less
- reduce the number of adult smokers to 12% or less
- reduce the prevalence of smoking in pregnant women from 10.7% to 6% or less.

Supporting individuals to achieve aims

Health care professionals will support smokers through counselling, providing aids such as nicotine patches or encouraging electronic cigarettes as an alternative.

Reducing substance misuse

The Government aims to reduce substance misuse by:

- reducing demand – targeting people most at risk
- restricting supply – tackling criminals who supply drugs
- improved treatments and support – making sure the appropriate interventions are made at the right time.

Risk factors for smoking and drug taking

- People with anxiety or depression
- People who go to nightclubs who are at higher risk of drug taking
- People who experience distressing life events
- Homeless people
- People who live in deprived areas

People most at risk

Now try this

Outline the role of healthcare organisations to discourage smoking and drug misuse.

Consider their role in researching data and to inform and support individuals.

Lifestyle indicator – alcohol

Drinking alcohol is a lifestyle choice for many but there is clear advice on ways to minimise risks to health.

The Chief Medical Officer's guidelines

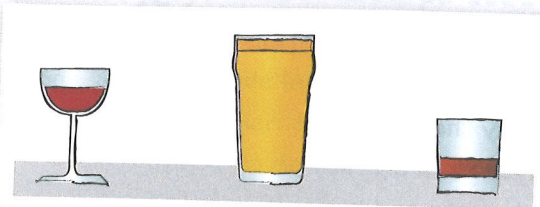
Guidelines are produced from research that shows:

- no amount of alcohol is completely safe
- alcohol increases the risks of cancers such as mouth, throat, breast
- risks are similar for men and women
- heavy drinking leads to accidents, causing head injuries or fractures.

Read page 10 for information on the health risks of alcohol.

Understanding units

A unit relates to the size (volume) of the drink and the amount of alcohol it contains.



- ✓ Small (125 ml) glass of wine = 1.5 units
- ✓ Pint of beer = 3 units
- ✓ Small 25ml (single measure) glass of spirits = 1 unit

Advice on regular drinking

The Chief Medical Officer has advised individuals:

- not to drink more than 14 units per week to keep health risks low
- to spread drinking evenly across a week rather than heavy drinking sessions
- to have alcohol-free days
- not to drink alcohol during pregnancy.

Supporting individuals to achieve aims

Health professionals can help individuals to reduce their alcohol intake or stop drinking through counselling, giving advice on health risks and support for lifestyle changes, or recommending charities.

Single drinking occasions

There are occasions when individuals may drink more than safe levels. To prevent the risk to health it is recommended:

- to drink more slowly
- to drink with food
- to alternate drinking alcohol with water.

When an individual consumes large amounts of alcohol in a short time, it is sometimes referred to as binge drinking.

Now try this

Outline the advice that should be given to Sean, Grace and Zara.

- Sean, aged 19, doesn't drink alcohol in the week and drinks no more than 14 units during the weekend.
- Grace is pregnant so she is cutting her alcohol intake to less than 14 units per week.
- Zara, aged 62, has a small glass of wine with her meal three evenings a week.

Read through the Chief Medical Officer's guidance again to check advice.

Person-centred approach

The person-centred approach is holistic and puts the individual at the heart of healthcare planning, so that the whole range of physical, intellectual, emotional and social health needs of an individual are met.

Partnership

In a person-centred approach there must be a partnership between the individual and the health professional. The partnership also extends to include family members and carers.

The approach is rooted in the values (standards or rules) that health professionals must follow.

Health professionals should use a person-centred approach that takes into account an individual's **needs, wishes and circumstances** when recommending actions for health improvement (a plan to benefit an aspect of health or wellbeing).

Needs, wishes and circumstances

Needs – physical, intellectual, emotional and social health needs.

Wishes – preferences, likes and dislikes, choices, desired health goals.

Circumstances – illness or disability, access to facilities, previous personal experiences, family and relationships, responsibilities.

REVISE IT!
You might need to use this Component 2 knowledge in your assessment

Benefits of a person-centred approach

Individuals who are in partnership with health professionals will:

- ✓ feel comfortable and have trust in a professional who understands them
- ✓ be more confident and so more likely to follow recommendations, advice and treatments
- ✓ have their unique needs understood and met
- ✓ have more control in decision-making, which improves independence
- ✓ be more motivated to change lifestyle in ways that benefit them
- ✓ be more positive about their health and wellbeing.



A family member or responsible person can empower an individual by helping them to express their needs, wishes and circumstances.

Individuals who may need support

Individuals may need support to express their needs, wishes and circumstances because they:

- do not speak English
- have dementia
- have a mental health disorder
- have a learning disability
- have hearing loss

Now try this

Kyra is a single mother with two children under three years old. She has been feeling tired, so visited her health centre. BMI results show that Kyra is obese and her blood pressure is slightly raised. After looking at the results, the practice nurse gave Kyra a diet sheet, and told her to follow it and return in one month.

Give **three** examples of how the practice nurse could have taken Kyra's needs, wishes and circumstances into account.

Try to give one example for each aspect – one need, one wish and one circumstance.

Skills and attributes

A combination of skills that are developed through training and experience, and attributes that a person has naturally, both contribute to effective care.

Skills for care

Skills	What it means in practice	Example
Problem solving	Using communication skills to understand the problem. Be able to identify the cause. Make a decision on ways to overcome the problem.	When Gena, a practice nurse visited Tariq, 79, at home he told her that his breathlessness was getting worse. She discussed his medication and found that he had not been taking the required dose. She gave advice and informed his doctor of the concerns.
Observation	Noticing small details, observing changes in behaviour or problems that arise and responding or reporting.	When Sally, a home carer, visited Mike, she noticed that he hadn't eaten the food that had been delivered for him. She encouraged him to eat something and reported her concerns to his GP.
Dealing with difficult situations	Being able to recognise and assess difficult situations, listening and being calm.	When the relation of a service user became angry, Carl listened, remained calm and suggested a way to resolve the problem.
Organisation	Being able to plan and manage own time, resources and space effectively.	Yasmeen planned her visits to the service users and checked that she had the correct information and any resources or aids they required.

Using health care skills

Always:

- 👍 think
- 👍 look and listen
- 👍 keep calm
- 👍 plan.

REVISE IT!

You might need to use Component 2 knowledge about skills, attributes and values in your assessment



Carers must use both skills and attributes so that individuals receive the best possible care.

Attributes that contribute to care

Empathy – being able to understand and share feelings with another person; recognising and having sensitivity to a person's situation

Patience – being able to wait and give time to someone or when carrying out a task without becoming annoyed or angry

Attributes

Honesty – being truthful and honest about a person's health needs and treatments; not stealing from others

Trustworthiness – can be relied on to do the right thing in different situations

Now try this

Look at the photo above.
Explain **two** attributes that the carer should have to carry out his role.

Remember that attributes are what carers should have naturally.

Values in care

All those working in health and social care follow a set of 'values' to ensure the best quality of care.

The quality of care is at the highest level

The person's needs are understood and at the centre of decision making

Makes a positive difference to a person's health and wellbeing

A value-based approach to care

Staff undertake regular training and upskilling

There is anti-discriminatory practice

REVISE IT!

You might need to use Component 2 knowledge about skills, attributes and values in your assessment

The 6 Cs

These are set out in the '6 Cs' for care.

1 Care

- **correct:** providing the correct care that a person needs
- **consistent:** continuing to provide the same level of care throughout a person's life

2 Compassion

- **empathy:** understanding a person's feelings
- **dignity:** valuing a person as an individual
- **respect:** listening to and respecting a person's opinions and feelings whatever their culture or circumstance

3 Competence

- **skills for care:** having the training and skills to provide the correct care
- **knowledge of care:** knowledge about the person, their needs and available treatments and support



4 Communication

- With service users, carers and family
- **listening:** and taking into account the person's views
- **discussing:** treatments and support to agree the best way forward

5 Courage

- **confidence to do the right thing:** even when it may be the difficult option
- **speak up if there are concerns:** raise concerns or worries about a person's care or colleagues' practice

6 Commitment

- **to the care of individuals:** continue to provide the best quality of care
- **to improve the experience of individuals:** by continuous development of own skills and knowledge

Now try this

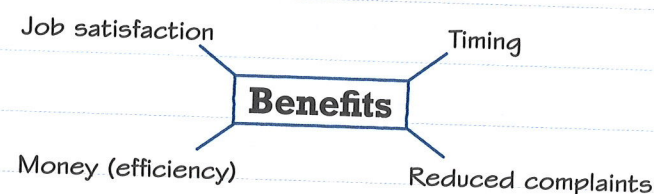
Give **two** examples of ways you can build competence to become an effective healthcare worker.

Refer to the Competence section above and consider what this means for you.

Had a look ☐ Nearly there ☐ Nailed it! ☐

Benefits for health and social care workers

A person-centred approach can also have benefits for those who give support and the services they provide.



The healthcare worker gets satisfaction by supporting this person's needs.

Job satisfaction

- By building a relationship with the person, morale (self-esteem) is raised for the carer as well as the person.
- The carer gains more fulfilment by meeting the needs and wishes of the person.
- There is less pressure because the person is more likely to follow advice.
- Healthcare workers are more likely to stay in their role, reducing staff shortages that impact on care / waiting lists.

Money

- Early diagnosis of health and development concerns can reduce the risk of more serious illness that would increase costs.
- The person is more likely to have their needs met, so less likely to have to turn to costly emergency services.
- All the person's needs can be addressed and support planned without the cost of visits to different care settings.
- Money is targeted (spent on what people actually need) so there is less waste.

Timing

- Time is spent on what the person really needs and wishes so they are more likely to follow advice.
 - A person may have their care needs met at one centre, reducing costs of two or more appointments.
- It also saves time for professionals because:
- if a person's needs, wishes and circumstances are understood, they are less likely to be referred to services they won't use
 - people may be able to manage their own health without the need to visit support services.

Now try this

Give **two** reasons why a person might complain about their care.

Consider what might happen if care is not person-centred.

Had a look ☐ Nearly there ☐ Nailed it! ☐

Recommendations for a healthy heart

For each goal in a health and wellbeing improvement plan, there must be at least one recommended action.

Planning for better health and wellbeing

Making recommendations helps people to reach their goals to reduce blood pressure and pulse rate. Suggested actions must take account of the person's needs, wishes and circumstances.

Here are two examples:

Example	Recommended actions	How it may improve health
Helen's blood pressure is 130/90mmHg. She leads a busy life and relies on takeaway meals. She visits the gym on Saturdays only.	<ul style="list-style-type: none"> • Follow the Eatwell Guide. • Reduce take-away meals to one per week. • Take at least 30 minutes exercise each day. 	<ul style="list-style-type: none"> • It may lower Helen's blood pressure to the ideal level between 90/60mmHg and 120/80mmHg. • It may reduce the risk of heart disease or stroke.
Vic finds he gets out of breath easily. He smokes and his resting pulse rate is often over 100bpm.	<ul style="list-style-type: none"> • Walk to work. • Use nicotine replacement aids such as gum or patches. 	<ul style="list-style-type: none"> • It may improve Vic's resting pulse rate to between 60 and 80bpm. • It may reduce the risk of respiratory problems, lung cancer and heart disease.

Improving blood pressure

Here are more examples of ways to lower blood pressure:

- 👍 Eat five or more portions of fruit and vegetables each day.
- 👍 Cut out salt.
- 👍 Use techniques such as relaxation dvds.
- 👍 Join a gym.
- 👍 Reduce alcohol consumption.

Improving resting heart rate

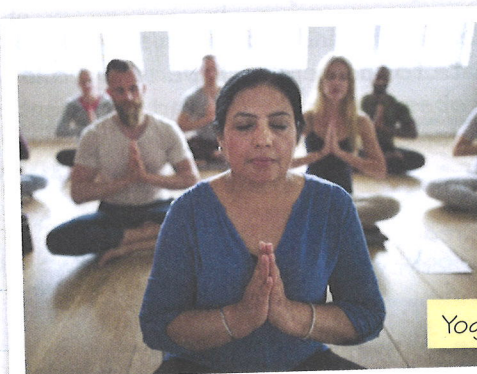
Ways to reduce pulse rate and improve recovery time after exercise include:

- 👍 taking the recommended amount of exercise of 150 minutes per week
- 👍 joining an activity group such as dance class or yoga
- 👍 avoiding caffeine and nicotine
- 👍 using relaxation techniques.

Changing behaviour

Recommendations to achieve goals involve changing behaviour.

For example, taking regular exercise, eating healthier foods, eating less, avoiding drugs or nicotine, socialising more or practising relaxation techniques.



Yoga is a good way to relax.

Now try this

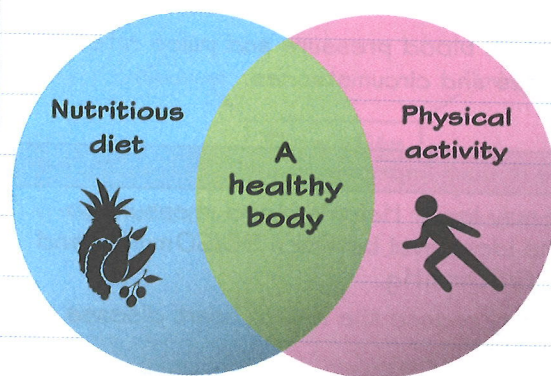
Give **three** reasons why it is important to take account of a person's needs and circumstances when recommending actions.

Suggesting vigorous physical exercise for a person with mobility difficulties would be inappropriate.

Recommendations for diet and weight control

There are links between a balanced diet, a healthy weight and physical activity. They should all be taken into account when making recommendations.

Maintaining a healthy body



Positive effects of a health improvement plan

People who follow a plan for a physically healthier lifestyle will be fitter, lose weight and have improved self-concept. They will also have lower blood pressure, a healthier heart and reduced risk of cancers.

Example recommendations

During a health review, the practice nurse was concerned that Imani's BMI showed that she was obese. Imani is aged 35 years and single. She often goes for meals with friends. As she leads a busy life, she relies on takeaways most days.

Health concerns	Recommended actions	Support
<ul style="list-style-type: none"> • Mobility difficulty • High cholesterol • Digestive problems • Increased risk of heart disease 	Lower BMI and cholesterol through regular exercise and a healthy diet by: <ul style="list-style-type: none"> • joining an exercise or dance class • using steps at work, not a lift • cutting down to just one takeaway a week • including five portions of fruit/vegetables each day • replacing sugary snacks with nuts or fruit. 	GP and practice nurse Dietician Friends Colleagues

Weight control

Cut down on sugar

Use unsaturated fat and oils

Actions for health and weight control

Use less salt

Follow the Eatwell Guide

Physical activity

Recommendations and actions must be appropriate to the person. A person who is severely obese may need to start with gentle exercise, for example.

Re-read government guidelines for activity on page 26.

Now try this

Explain why it is important for a person with a high BMI to take action through dietary changes and exercise.

Re-read page 7 which gives the relationship between food intake and weight management.

Recommendations for lifestyle changes

Recommendations and actions often focus on improving physical health but can also address unhealthy lifestyles to reduce the risk of ill health.

Reasons for change

A person may wish to change unhealthy aspects of their lifestyle, such as the use of substances, smoking or alcohol because:

- they have a health condition that is caused by or made worse by their lifestyle
- they want to reduce the risk of ill health.

Smoking

Recommended actions for smokers could be:

- nicotine replacement (chewing gum, inhalers, mouth spray)
- medicine
- e-cigarettes.

Recommendations to stop smoking

John, aged 53, is a smoker and has had a persistent cough for three months. His wife doesn't smoke but many of his colleagues at work do.

Health concern: Smoking may lead to lung cancer or heart disease.

Actions:

- Use nicotine skin patches to stop a craving for nicotine.
- Take walks at breaktimes rather than joining colleagues who smoke.

John may need support from a nurse specialist, GP or charity such as ASH (Action on Smoking and Health), as well as encouragement from family and getting colleagues to stop offering cigarettes.

Recommendations for a healthy lifestyle

	Health concern	Recommended actions	Support
Yoko often binge drinks (drinks heavily over a short period of time), which is affecting her work.	<ul style="list-style-type: none"> • Dependency: becoming alcoholic • Heart disease 	<ul style="list-style-type: none"> • Reduce alcohol consumption to safer limits – under 14 units spread over a week. • Drink water alongside alcohol when out. 	Family and friends Charities such as Drink Aware
Kyle is 17 and has started taking drugs when out with friends.	<ul style="list-style-type: none"> • Mental ill-health: memory and thinking • Risk of injury 	<ul style="list-style-type: none"> • Stop meeting with peers who use drugs. • Attend counselling. • Join a local support group. • Start a new hobby. 	Counsellor Family/friends Online charities such as FRANK

Alcohol

Other recommended actions include:

Only drink with food Change to non-alcoholic drinks

Limit alcohol you buy

Reduce alcohol consumption

Let friends and family know and get support

Drugs

Other recommended actions include:

Avoid places and people that use drugs

Use relaxation techniques during cravings

Stop substance misuse

Take regular physical activity

Now try this

Give **two** examples of how friends can support a person who is taking actions to give up smoking.

It is difficult to give up addictions so people often need the support of friends.

Professional support

Health professionals are paid and have been trained to provide support, for example doctors and practice nurses. Formal support includes **primary**, **secondary**, **tertiary** and allied care services.

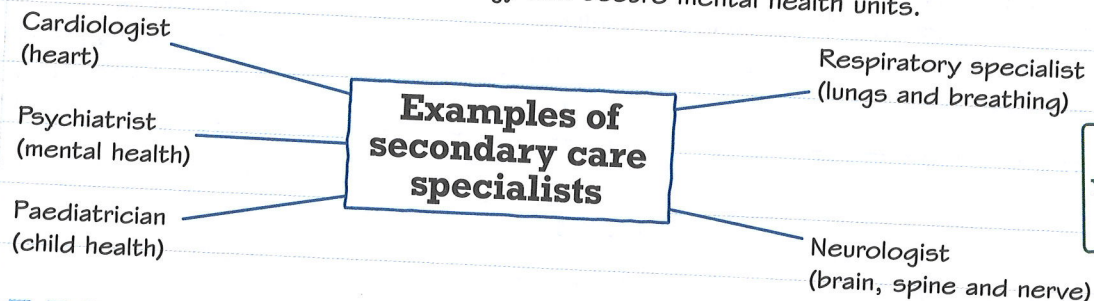
Primary care services

Primary care services are usually people's first point of contact with health professionals. They include health centres (with GPs, practice nurses and midwives), accident and emergency services, pharmacies, dental surgeries and opticians (both optometrists and opticians).

Service	Functions
Health centre	Measuring and interpreting physiological indicators, such as pulse, blood pressure, peak flow and BMI Advising on lifestyle health risks, such as smoking, drugs and alcohol Working together with people to produce health improvement plans and monitoring progress Prescribing drugs and treatments Referring patients to other health professionals (secondary and tertiary care services)
Accident and emergency services	Dealing with life-threatening emergencies, such as profuse bleeding, extreme pain, severe allergic reactions, critical burns, stroke and heart attack
Pharmacy	Giving advice on medication Offering health promotion and advice Providing aids such as nicotine replacement therapies, blood pressure monitors
Dental surgery	Providing treatment for teeth and gums Giving advice on how to keep teeth and gums healthy
Opticians	Assessing and monitoring the health of the eyes, and providing glasses Giving advice on how to keep eyes healthy

Secondary and tertiary care services

Patients who require hospital care for a health condition will be referred to a secondary care service by their primary health care provider. Tertiary care services provide specialist support in dedicated units, such as stroke rehabilitation, oncology and secure mental health units.



REVISE IT!
You might need to use this Component 2 knowledge in your assessment

Now try this

Vincent is worried about his health. He has had a cough and sometimes finds it difficult to breathe. Vincent smokes 10 cigarettes each day.

Give **two** examples of professionals who might provide support.

Smoking can affect blood pressure and pulse. (See also pages 9, 21, 22, 23, 27 and 33.)

Formal support

Allied professionals, trained volunteers, support groups and charities work alongside primary, secondary and tertiary services to provide formal support and specialist advice to help people plan for improvements in health and wellbeing.

Allied health roles

Allied health professionals can help individuals make health improvement plans and support them in achieving their goals. Some allied health professionals can also diagnose conditions in their specialist area.

Service	Functions
Dietician	Advises on risks of an unhealthy diet and benefits of a healthy diet, and on diets to help manage certain conditions
Physiotherapist	Advises on exercise and movement for people with breathing or mobility problems, may provide mobility aids
Art or music therapist	Provides support for people with emotional and communication problems
Speech and language therapist	Works with people with communication difficulties to improve communication skills
Advocate	Speaks on behalf of people who are not able to express their wishes
Domiciliary care worker	Supports older people and people with disabilities with everyday care in their own homes
Clinical support staff	Health care assistants, dietetic assistants and phlebotomists (specialist blood collectors) who may also be involved in formal support

Types of formal support

Formal support can take many forms:

- **Physiological measuring aids**, such as blood-pressure testing kits or weighing scales for people to monitor change themselves.
- **Practical support**, such as healthy menu plans, suggested exercise DVDs and routines.
- **Advice** and leaflets on lifestyle health risks, such as recommended alcohol levels.
- Introductions to **support groups**, such as those shown in the table opposite.
- **Emotional support**, such as providing encouragement to achieve targets.

Volunteers

Trained volunteers support professionals and other support staff in a wide range of roles from such as listening, advising and encouraging individuals.

Other organisations that provide formal support

Some charities and organisations provide specialist support and advice in particular areas. Some run support groups.

Area	Example organisation
Alcohol	Alcoholics Anonymous
Diet	Weight Watchers
Diet and exercise	Change4Life
Smoking	Action on Smoking and Health (ASH) QUIT
Drugs	Action on Addiction Talk to Frank
Social isolation of older people	Age UK

Now try this

Explain why physiological measuring aids, such as blood pressure testing kits and weighing scales, can help people to meet their health improvement plan targets.

If people can see their own progress they are more likely to achieve their targets.

Informal support

Informal support is provided by people who are not paid to provide help.

Informal support providers

People are more likely to be successful in following a health improvement plan if they have the support of the people who are closest to them. It can be hard to make lifestyle changes if family and friends do not also change their behaviour.

People who could provide informal support are:

- partners
- family members
- friends
- neighbours
- work colleagues
- community.

Partners

Partners can give support by:

- following the same health plan, such as taking exercise or stopping smoking
- praising progress and complimenting improvements
- providing reassurance when it is hard to stick to the plan and encouragement to resume the plan if necessary
- helping overcome barriers to following the plan, such as giving financial or practical support. For more information on barriers and obstacles see pages 39 and 45.

Family support

For many people, partners and family are an important source of informal support.

Lifestyle change	Family members can ...
Lose weight	help to prepare low-fat meals, stop buying takeaways and unhealthy snacks
Improve financial management	research money advice services, suggest alternative sources of income, such as benefits
Do more exercise	suggest opportunities for walking rather than taking the car, take up a sport or an active hobby the family can do together
Stop smoking	stop smoking near the person, agree not to smoke in the home, stop buying and offering cigarettes
Stop using drugs	research support services, accompany the person to appointments, give encouragement

Friends, neighbours and community

Friends can also be helpful in providing support and encouragement.

Lifestyle change	Friends can ...
Lose weight	join a fitness programme together, attend a support group together, give mutual encouragement, share low-calorie snacks
Reduce alcohol to recommended limits	reduce their own alcohol intake, offer non-alcoholic alternatives at social occasions, suggest social activities that do not involve alcohol
Become less isolated	visit regularly, accompany the person or invite them to social events
Quit smoking or smoke less	also quit, stop offering cigarettes
Take more exercise	go on runs and walks together, take up joint activities such as dance classes or tennis

Now try this

Copy and complete the table below by including examples of informal and formal support.

Goal	Informal support	Formal support
Eat more healthily		
Quit smoking		
Become less isolated		

Re-read pages 36 and 37 to remind yourself of types of formal support.

Barriers to accessing identified services

Barriers are unique to the health and social care system. They prevent individuals from accessing services.

Possible barriers to accessing services

There are lots of reasons why people may have difficulty accessing services. The role of the health professional is to anticipate and identify potential barriers and to recommend ways to overcome these.

Type of barrier	Possible barrier	Recommendations
Geographical	Service is difficult to get to because of poor bus or train services	<ul style="list-style-type: none"> ✓ Arrange hospital transport ✓ Suggest telephone helplines or internet support groups
Financial	<ul style="list-style-type: none"> ✓ Charges to use the service ✓ Time off from work would mean loss of pay 	<ul style="list-style-type: none"> ✓ Check for entitlements, such as free medicines and treatments ✓ Direct the person to advice on benefits and employee rights
Psychological	Fear of being judged because there is stigma around a health problem (mental health, obesity)	<ul style="list-style-type: none"> ✓ Talk about concerns and reassure ✓ Direct the person to a charity that supports people with a particular health problem
Physical	<ul style="list-style-type: none"> ✓ Difficulty getting into the building where the service is provided (no wheelchair access) ✓ Nowhere to park near the service 	<ul style="list-style-type: none"> ✓ Be aware of services that are adapted for easy access ✓ Ask a friend or family member to drop the person at the service
Cultural needs	<ul style="list-style-type: none"> ✓ Communication difficulties because English is an additional language ✓ Social or cultural background is not understood 	<ul style="list-style-type: none"> ✓ Use anti-discriminatory practice and encourage others to do so ✓ Provide support such as a family member or advocate (a person who can express the person's views or wishes)
Personal needs	<ul style="list-style-type: none"> ✓ People with a sensory disability ✓ Difficulties because of a speech or language impairment 	<ul style="list-style-type: none"> ✓ Provide ease of access to information such as hearing loops, large print, braille and support such as BSL signers ✓ Invite a family member or advocate for support
Resources	<ul style="list-style-type: none"> ✓ Limits on services, such as support aids and equipment ✓ Staff shortages, leading to long waits for appointments and support 	<ul style="list-style-type: none"> ✓ Suggest sources of second-hand equipment ✓ Look for alternative strategies, for example an exercise DVD if there are no places at an exercise class

Now try this

Madge has a health improvement plan goal of losing weight with a target to lose 1 lb each week for three months. She has two recommended actions:

- to join a dance class, but she is embarrassed to attend because of her weight
- to get advice from a dietician at the local hospital, but getting there is difficult because of limited transport links.

Suggest **two** ways that Madge can overcome the barriers for each of the recommended actions.

REVISE IT!
You might need to use this Component 2 knowledge in your assessment

Think of two examples for each action.