

Orchid National Nursing Supply Limited
 Certifying HCA and Support Work Skill Level 3

UNDERSTANDING PARTICULAR SERVICE USER GROUPS

Induction Standard 3

Orchids standards, evidence and good practice may be used towards NVQ level II or III at a later date. The following units comply with Induction Standards certify competency skills level 'Orchid'.

In this unit the main areas included are the type of service user groups and the particular needs. The term 'type' is defined as the way the groups of users are defined. Different users, different needs and society's attitude towards them

Evidence

Your evidence should consist of 'Orchid' training material (or evidence of other equivalent assessed training material) supported by your own written interpretation. Verbal answer, observation, or a combination of both methods may also be accepted by Orchid's Nurse.

Completed

Means a signature, dated by Orchid's Nurse or Manager

Orchid Number	Unit	Question	Evidence and Answer	Completed y/n
3.1 Service Types		<ul style="list-style-type: none"> • Name 3 types of Service User • What kinds of difficulties do the service users you work with, or will work with face in their everyday lives because of their disabilities 		
3.2 Particular Needs of service user groups		<ul style="list-style-type: none"> • Why is it important to have a positive approach to working within the service user group and the individuals within it? • How could you show you have a positive approach to the lives and experiences of the people you will be working with? 		
3.3 Understand how to provide support for personal care		<p>Personal Hygiene</p> <ul style="list-style-type: none"> • Describe how you would help someone to carry out the tasks listed below <ul style="list-style-type: none"> -Bathing -Bathing in Bed -Assisting with hands, feet and Teeth. -Hair Care -Shaving -Managing Menstruation <p>Include</p> <ul style="list-style-type: none"> • What sort of approach you should have? • What things would be important for you to think about? • How would you promote safety? 		

3.3.1	<p>Eating and Drinking</p> <p>Workers should understand how to:</p> <ul style="list-style-type: none"> • Proceed at the service users speed. • Help with correct positioning and • Use appropriate techniques to promote comfort and enjoyment. <p>What is important to think about when helping a person to be positioned correctly for eating and drinking?</p> <p>How would you make sure that your help maintains comfort and is at the person's usual speed?</p> <p>What techniques might you need to use to help a person eat and drink?</p>		
3.4 Respond to Service Users who have confusion or dementia	<ul style="list-style-type: none"> • What can cause confusion and dementia? • What sort of difficulties can confusion and dementia cause for service users? • What are the best ways to respond to people who have confusion and dementia? 		
3.5 Respond to death, dying and bereavement	<ul style="list-style-type: none"> • How would you offer emotional support to someone who is dying? • How would you offer physical support to someone who is dying? • Name and explain the stages of bereavement? • What are the best ways to respond to someone who is bereaved? 		
3.6 Understand the main effects of Alzheimers	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		
3.6.1 Understand the main effects of Schizophrenia	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		
3.6.2 Understand the main effects of Parkinsons disease	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		
3.6.3 Understand the main effects of Anxiety	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		
3.6.4 Understand the main effects of Obsessions and Phobias	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		

3.6.5 Understand the main effects of <ul style="list-style-type: none"> • Depression • Manic Depression 	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		
3.6.6 Understand the main effects of Alcohol & drug addiction	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		
3.6.7 What is Epilepsy	<ul style="list-style-type: none"> • Explain briefly what the condition is: • Describe the main effects of this condition 		
3.7 Understand and explain the difference between a Care Home and a Nursing Home	<ul style="list-style-type: none"> • Explain the differences between the two types of service and the type of care provided 		
3.8 Understand the importance of supporting the person to take medication as directed by their doctor	<ul style="list-style-type: none"> • Why is it important to make sure that service users take their medication as directed? • What should you do if you know or suspect that a service user is not taking their medication as directed? 		
3.9 Understand that some people may have unpredictable moods and behaviour	<ul style="list-style-type: none"> • What are the most likely dangers that may be created by unpredictable moods and behaviours? • What should you do if you are worried about a persons mood changes or changes in their behaviour? 		
3.10 Hearing defects (Support service users)	<p>Suggest how you would alert someone who is deaf to</p> <ul style="list-style-type: none"> • A Fire alarm • A doorbell • What are the most important things to think about 		
3.11 Sight impairment (Support service users)	<p>Describe what your action would if a blind person was subject to responding to</p> <ul style="list-style-type: none"> • A Fire alarm • A doorbell • What are the most important things to think about 		

At what age do you think someone could be called old?	
What do you think 'young old age' and 'old, old age mean?	
Give three examples of types of learning disability you have heard about?	
Give three examples of types of mental ill health you have heard about	

Give 1 example of a visible impairment	
Give 1 example of an invisible impairment	
Name 4 things that might cause a child or young persons development to be delayed	

There are 5 units in 'Orchids' Induction standards and Orchids Manager or Nurse will agree with you which unit should be done next.

- Unit 1 Understand the principles of care
- Unit 2 Understand the organisation and the role of the worker.
- Unit 3 Understand the experiences and the particular needs of the service user groups.
- Unit 4 Maintain safety at work
- Unit 5 Understand the effects of the service setting on providing services.