

Orchid National Nursing Supply Limited
 Certificating Health Care Assistants Skill Level
Unit 5

Understanding the service setting where you are carrying out your services, its effects on the Service User and the Worker

Induction Standard V

The main areas of this Induction Standard are:

1. Different settings and their purpose
2. Different types of service users
3. The effect of the service setting on the service user
4. The effect of the service setting on the worker
5. Understanding Specific Policies
6. POVA
7. Whistleblowing
8. Self Care (Mencap Environment only)
9. Medicines
10. Reporting and Recording

Summary

This standard requires the understanding of the different settings you may be working in. The main areas which are important for understanding are - The effects of the service setting on the service user and; The effects of the service setting on the worker. Within this recognition of your knowledge you must also have a good understand of numbers 5-10 as listed above.

The standard recognises that although the main areas and outcomes can be applied to all service settings, the knowledge and understanding expected of workers will vary. Organisations will want to be sure that new workers provided by 'Orchid' possess the knowledge and understanding suitable for the service setting they work in.

Relationship with Orchid's other induction standards

This standard shows the context in which Units standards 1, 2, 3 and 4 can be understood.

- Safe working practices
- The principles of care
- The organisations Policies and Procedures
- The role of the worker; and
- The experiences of the service user groups in relation to the service setting they work.

Completed

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

Orchid Unit Number	Knowledge, Understanding and Skills	Evidence and Answer	Completed y/n
5.1 What is a care environment?	Explain the difference between a residential home a nursing home a supported living scheme respite care tell us about 1 other environment		

<p>5.2 Different types of service users</p>	<p>List 5 different types of service users</p>		
<p>5.3 The effect of the setting on the service user</p>	<p>Tell us about possible effects on the service user when they are; Transferring from hospital to residential care;</p> <p>From supported living to residential care;</p> <p>From residential care to a nursing home;</p>		
<p>5.3.1 Helping people cope with change</p> <p><i>Listening</i></p>	<p>One of the best ways for people to cope with change is to give them as much information as possible.</p> <p>What other assistance can you offer?</p>		
<p>5.4 The effect of the service setting on the worker</p> <p>5.4.1 Care workers faced with an abusive situation</p>	<p>When a family is the carer, occasionally they too need support. What type of support is available in these circumstances?</p> <p>How would you deal with this situation?</p> <p>Your workplace has procedures what are they?</p> <p>You must assess the risk to minimise further abuse, how would you do this, what form needs to be completed?</p>		
<p>5.5 Understanding specific Policies</p> <p>5.5.1 Access</p> <p>5.5.2 Understanding</p>	<p>Access as separate documents ‘Orchids’ Health and Safety Policy Quality Policy Medicines Policy</p> <p>Write down why each of the policies are there and what each of them mean.</p>		

<p>5.6 POVA</p> <p>5.6.1 Reporting Procedure</p> <p>5.6.2</p> <p>5.6.3</p>	<p>List some of the signs that would lead you to believe that a service user is a victim of abuse</p> <p>How would you deal with the situation</p> <p>Can you break confidentiality if someone asks you not to?</p> <p>You should have ‘Orchids policy on abuse if not please access it.</p>		
<p>5.7 Whistleblowing</p> <p><i>National Care Standards Commission</i></p> <p>5.7.1 Whistleblowing Policy</p>	<p>What do you need for good grounds for concern?</p> <p>What is your first step?</p> <p>If you are still concerned that nothing has been done whom should you contact?</p> <p>Ensure you have a copy of this policy. Understand its meaning and what it represents – tell us please</p>		
<p>5.8 Self Care – Mencap Environments only</p>	<p>Explain your understanding of this to Orchids Clinical Lead Nurse.</p> <p>Write down your own understanding of this ruling</p>		
<p>5.9 Medicines Policy</p>	<p>Understand and write down Orchids guidelines and rulings on the administering of medicines in a nursing, residential or hospital setting</p>		
<p>5.10 Reporting and Recording</p> <p>5.10.1 The purpose of keeping records</p>	<p>Orchids Nurse must observe you recording a procedure you have carried out in a working environment</p> <p>Tell us the importance of keeping records, include two specific reasons plus one other;</p> <p>Needed for making decisions Background knowledge List another reason please</p>		

This unit certifies your competence and professional ability to understand the key features of the care sector. Before achieving this level of certification you will have demonstrated competence in understanding legislation, record keeping, different services and different service users. Our Clinical Lead Nurse is on hand two days a week to assist with any further explanation you may need to complete your units.

- 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.

QUALITY POLICY

ORCHID NATIONAL NURSING SUPPLY LIMITED

The continuing policy of Orchid National Nursing Supply Limited (hereinafter referred to as 'the Company') is to provide a professional and efficient service to meet all of the agreed requirements of our Clients and Service Users. This achievement will result in securing efficiency and the enhancement of long-term profitability.

The Management Team bears the responsibility for establishing, maintaining and implementing the system for controlling those particular activities for which they are responsible. We undertake to ensure through instruction, practical example and training that quality is the aim of all members of the Company and that each employee has a proper understanding of the importance of the quality system function and its direct relevance to the success of the Company.

Equally every employee is responsible for, and will be trained to perform the duties required by his or her specific role. Further the Company will ensure that any Nurse or Health Care Assistant employed for a particular function will meet specified requirements and will accept the responsibility for their work according to our Terms and Conditions of Business.

We hereby certify that Quality, Standards and Operating Procedures accurately describes the Quality System in use within Orchid National Nursing Supply Limited and meets the requirements of BS EN ISO 9001:2000 and OHSAS 18001