

OCR Health and Social Care

RO32 Principles of Care Knowledge Organiser

Types of Care Settings

Health care - GP, Hospital department, Dentist, Optician

Social Care - Food bank, Homeless shelter, Residential home, Social services department



The Rights of Service Users

Choice - of food, of treatment

Confidentiality - securely store information & share on a 'need to know' basis

Consultation - discussion, ask the service user's opinion

Equal & Fair Treatment - treat people according to their needs, provide disabled access & different food options

Protection from Harm & Abuse - follow safety procedures, risk assessments, DBS checks, staff training





The Benefits of Maintaining Rights

Empowerment - feel in control and gives choices

High self-esteem - feel valued & have positive mental health

Service users' needs are met - results in good/improving physical & mental health

Trust - service users will feel reassured about and confident in the care they receive

