



R032 Crucial Knowledge Statements



The rights of service users are what everyone is legally entitled to. They are set out and supported by law.

Person centred values of care are key principles that underpin the work of those providing care and support in health and social care settings.

The six Cs are key principles which should inform every health and social care provider's practice and enable them to provide person-centred care.

Physical effects relate to a service user's body.

Intellectual effects relate to a service user's thought processes such as thinking skills, understanding, learning, reasoning, comprehension and knowledge.

Emotional effects relate to a service user's feelings.

Social effects relate to a service user's relationship with others.

Verbal communication is the exchange of information through speech.

Non-verbal communication involves the transfer of information through the use of body language.

Safeguarding refers to the actions taken to protect a service user's health and well-being.



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Life can be divided into stages of childhood, adolescence, adulthood and older adulthood. Each stage has key features and milestones.

Factors affect growth and development across all life stages, some are controlled by the individual such as their diet, others cannot be controlled such as genetics.

Physical factors relate to the body and an individual's health.

Social Factors relate to an individual's relationships and opportunities.

Emotional factors relate to an individual's feelings and responses to life events.

Economic factors relate to an individual's finances.

Cultural factors relate to an individual's ideas, customs, beliefs and values.

Environmental factors relate to an individual's surroundings and access to services.

Life events can be expected or unexpected and have a huge impact on development.

Sources of support are formal, informal or charities and help individual's through life events



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A communicable disease is an infections disease caused by bacteria, viruses and fungai.

Mortality rates refers to number of deaths

A public health challenge is a disease or condition affecting a large number of the population.

Mental health refers to emotional, psychological and social wellbeing.

Physical health refers to the condition of the body.

Organisations and charities support people to meet public health challenges.

Lifestyle choices include poor choices leading to negative effects on health and wellbeing, or positive choices leading to positive effects on health and wellbeing.

A barrier to leading a healthy lifestyle is something that stops an individual from being healthy.

Aims of a campaign involve what you want to change, improve or educate about.

Target audience is the groups of people you are aiming to engage, such as particular age groups or genders.