

RO22: LO2

Understand the personal qualities that contribute to effective care

Mini whiteboards



With a partner: (keep it a secret!)
Write down the top 5 qualities that you think
they have.

Share your list

Discuss one situation in which you've used
at least one of the qualities they have listed



Communicating and working with individuals in health, social care and early years' settings

Learning Intent - LO2

Understand the personal qualities that contribute to effective care

Lesson Title

Know and describe personal qualities that contribute to effective care.

Success Criteria

- Know why personal qualities are important
- Know how these are applied in care settings

MB1 - Basic

MB2 - Sound

MB3 - Thorough

How do personal
qualities
contribute to
effective care?

- Patience
- Understanding
- Empathy
- Respect
- Willingness
- Sense of humour
- cheerfulness

NHS Careers

<https://www.healthcareers.nhs.uk/working-health/your-nhs-career>



NHS job roles

In pairs:

- You each have 3 job roles to compare
- Produce a fact file to compare each job
- Display this as an information poster or sheet

It must contain:

- Information about the skills and qualities needed for each role and where/when they will be used
- Comparisons between the roles (similarities and differences)
- What the role is? What do they do?
- How the job links to other roles in the NHS?



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- **Empathy**

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**How do personal
qualities
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- **Sense of humour**
- **cheerfulness**

QUALITIES

Task 1 – can
you think of
an acrostic
word?

Q uick thinker

U nderstanding

A bility to empathise

L ikeable, cheerful

I nterested in caring

T rustworthy

I ndividual commitment

E asily interacts

S ense of humour

Care Principles in an Early Years' Setting

- ▶ A unique child – every child is a unique child who is constantly learning and can be resilient, capable, and self-assured
- ▶ Positive – children learn to be strong and from secure positive with parents and/or a key person
- ▶ Enabling environments – children learn and develop well in enabling, in which their experiences respond to their needs and there is a strong relationship between practitioners and parents and/or carers
- ▶ Learning and development – children develop and in different ways and at different rates.

relationships

independent

confident

learn

individual

Care Principles in an Early Years' Setting

- ▶ A unique child – every child is a unique child who is constantly learning and can be resilient, capable, **confident** and self-assured
- ▶ Positive **relationships** – children learn to be strong and **independent** from secure positive **relationships** with parents and/or a key person
- ▶ Enabling environments – children learn and develop well in enabling **relationships**, in which their experiences respond to their **individual** needs and there is a strong **relationship** between practitioners and parents and/or carers
- ▶ Learning and development – children develop and **learn** in different ways and at different rates.

relationships (x3)

independent

confident

learn

individual

Quality

Patience

Why are these qualities useful?

Example in an Early Years setting

Personal characteristics

Example in a health setting

Example in a social care setting



Behaviour that fails to value people

Quality

Empathy

Example in an Early Years setting

Personal characteristics

Example in a health setting

Why are these qualities useful?



Behaviour that fails to value people

Example in a social care setting

Quality

Understanding

Why are these qualities useful?

Example in an Early Years setting

Personal characteristics

Example in a health setting



Behaviour that fails to value people

Example in a social care setting

Quality	Describe	Why this quality is useful?	Example of when this quality is used in H&S care and EY setting
Patience	The ability to wait, or to continue doing something despite difficulties, or to suffer without complaining or becoming annoyed	You're able to let go of things outside your control and live with less stress, anxiety, and frustration.	Providing children with the time to say what they want to have or do, e.g. a child in a wheelchair taking more time to get outside. e.g. an elderly person in a care home finishing a meal may take longer to eat
Understanding			
Empathy			

Quality

Patience

Describe the quality

Patience is the ability to wait, or to continue doing something despite difficulties, or to suffer without complaining or becoming annoyed.

Why this quality is useful?

You're able to let go of things outside your control and live with less stress, anxiety, and frustration.

When working in health & social care you will be working with different types of people with lots of needs and you may have to show patience when talking and working with them.

Example in an Early Years setting

Providing children with the time to say what they want to have or do, e.g. a child in a wheelchair taking more time to get outside.

Example in a H&S care setting

Providing elderly people with the time to say what they want to have or do e.g. an elderly person in a care home finishing a meal may take longer to eat and so you will have to wait and be patient until they are finished.

Behaviour that fails to value people

Being impatient fails to value people because it can seem rude, insensitive and abrupt. It can mean that you are not willing to wait for something or someone. Being impatient can mean that you are frustrated and when someone is being slower to complete tasks.

Key terms

Halal – An Arabic term that means lawful in Islam; in relation to food it refers to the foods that can be eaten according to Islamic rule.

Resilience – the ability to recover from difficulties

'Safe Hands' – A term that refers to being cared for or looked after in a skilled way

Task to do:

Case Study: Choosing a carer

Stretch Activity

The personal qualities that contribute to care.

List the personal qualities that are essential for care practitioners to have.

Choose one quality and describe in as much detail as possible how it links to effective care.

Aim to produce a **thorough** description.

Know it !

1. What does the term '**effective care**' mean?
2. Identify **2 qualities** needed for effective care
3. For each quality you identified, explain **why it is important**
4. Explain **2 consequences** of a care practitioner not having the right personal qualities.

Understand the personal qualities that contribute to effective care

Mark Band 1 (Level 1)	Mark Band 2 (Level 2 P/M)	Mark Band 3 (Level 2 M/D)
<p><u>WILF:</u> Produces a basic description of the different personal qualities that contribute to care. Basic connections are made between personal qualities and effective care and there are limited links to how these are used when caring for an individual in a health, social care and early years setting.</p> <p>Basic examples are used which partly illustrate relevant application with some justification of personal qualities to be used and why.</p>	<p><u>WILF:</u> Produces a sound description of the different personal qualities that contribute to care. Clear connections are made between personal qualities and effective care and there are some links to how these are used when caring for an individual in a health, social care and early years setting.</p> <p>Sound examples are used which mostly illustrate relevant application, with clear justification of personal qualities to be used and why.</p>	<p><u>WILF:</u> Produces a thorough description of the different personal qualities that contribute to care. Detailed and in-depth connections are made between personal qualities and effective care and there are many links to how these are used when caring for an individual in a health, social care and early years setting. Excellent examples are used which wholly illustrate relevant application, with clear and detailed justification of personal qualities to be used and why.</p>

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**Link communication skills from LO1 to
qualities**





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Know and describe personal qualities that contribute to effective care:

- Respect
- Willingness
- Sense of humour
- Cheerfulness

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Quality	Describe	Why this quality is useful?	Example of when this quality is used in H&S care and EY setting
Willingness			
Sense of humour			
Cheerfulness			
Respect			

Quality

Describe the quality

**Why this quality is
useful?**

Example in an Early Years setting

Example in a H&S care setting

Behaviour that fails to value people

Mark Band 2 (Level 2 P/M)

WILF:

Produces a **sound** description of the different personal qualities that contribute to care.

Clear connections are made between personal qualities and effective care and there are **some** links to how these are used when caring for an individual in a health, social care and early years setting.

Sound examples are used which **mostly** illustrate relevant application, with **clear** justification of personal qualities to be used and why.

Mark Band 3 (Level 2 M/D)

WILF:

Produces a **thorough** description of the different personal qualities that contribute to care.

Detailed and in-depth connections are made between personal qualities and effective care and there are **many** links to how these are used when caring for an individual in a health, social care and early years setting.

Excellent examples are used which **wholly** illustrate relevant application, with **clear** and **detailed** justification of personal qualities to be used and why.

Task 3: What personal qualities and behaviours contribute to effective care in health, social care and early years settings?

This task covers all of Learning Outcome 2: Understand the personal qualities that contribute to effective care and part of Learning Outcome 3: Be able to communicate effectively within a health, social care and early years setting

The third section of your display must include information on the personal qualities that help a care worker to communicate with service users so that the service users feel valued.

In your display you must:

- describe the personal qualities that will contribute to effective care
- describe how personal qualities contribute to effective care
- give examples of types of behaviour that fail to value service users.

LO2: specification

Learning Outcome 2: Understand the personal qualities that contribute to effective care

Learners must be taught:

- the qualities that contribute to effective care, i.e.:
 - patience (e.g. when dealing with an individual in a wheel chair)
 - understanding (e.g. by giving clear instructions for an activity at a day care centre so that they are understood)
 - empathy (e.g. with an individual's circumstances when breaking bad news in a hospital)
 - respect (e.g. an individual's personal religious beliefs about the type of food they can eat in hospital)
 - willingness (e.g. to support other individuals)
 - sense of humour (e.g. when working with young children in a nursery)
 - cheerfulness (e.g. the way a nursery nurse greets the children)
- how the qualities contribute to effective care (e.g. empowerment, reassurance, value).