

Year 10 Mock – R032 Revision Checklist

Topic	I can Describe/Explain...	Describe	Explain
Topic 1: The rights of service users in health and social care settings			
1.1	Types of care settings		
1.2	The rights of service users		
1.3	The benefits of service users' health and well-being when their rights are maintained.		
Topic 2: Person-centred values			
2.1	Person-centred values and how they are applied by service users.		
2.2	Benefits of applying the PCVs		
2.3	Effects of Service users' Health and wellbeing if PCVs are NOT applied		
Topic 3: Effective communication in health and social care settings			
3.1	The importance of verbal communication skills in health and social care settings		
3.2	The importance of non-verbal communication skills in health and social care settings		
3.3	The importance of active listening skills in health and social care settings		
3.4	The importance of specialist methods of communication skills in health and social care settings		
3.5	The importance of effective communication skills in health and social care settings		
Topic 4: Protecting service users and service providers in health and social care settings			
4.1	Safeguarding		
4.3	Safety procedures and measures		
4.4	How security measures protect service users and staff		

Explain	Give reasons for and/or causes of. Use words or phrases such as 'because', 'therefore' or 'this means' in answers.
Describe	Give an account including all the relevant characteristics, qualities or events. Give a detailed account of.