

Year 9 Health and Social Care

Cambridge Nationals level 1 / 2

RO22

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

Topics to revise

Key terms both the spellings and meanings.

- Equality
- Diversity
- Discrimination
- Legislation
- Self-esteem
- Empower
- Jargon
- Interpreter
- Translator
- PECS
- Dynavox
- Lightwriter
- Designated child protection officer
- DBS checks
- Vulnerable
- Dementia
- Disabilism
- Sexualism
- Transphobia
- Redress
- Protected characteristics
- Victimisation
- Harassment
- Advocates
- Empathy
- Care plan
- Physical disability
- Learning disability
- Dyslexia
- Cerebral palsy
- Care review
- Active listening
- Personal space
- Positive communication
- Paraphrasing
- Summarising
- Open questions
- Patronising language
- Insomnia
- Emotional abuse
- Pre-school playgroup
- Stammers
- Hearing impairment
- Halal
- Resilience
- 'Safe hands'
- Communication book
- Ofsted
- Social services
- Radiography assistant
- Hospice
- Down's syndrome

2. Consider the different aspects which need to be considered when planning effective one-to-one and group interactions.

3. How to communicate effectively in both a one-to-one and group situation.