

# Online Support for Centre Assessors (OSCA)

## Exemplar Material Exercise

### GCSE 2009 Health & Social Care

#### Unit 2: 5HS02/01

#### Exploring Health, Social Care and Early Years

### PREFACE

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# Unit 2

## Exploring Health, Social Care and Early Years Provision

In this unit I will be investigating into the needs of a service user from an early years setting. To get the information needed I will be visiting Little Rascals which is a nursery for children between 1-8 years old.

## **Task 1**

### **Needs**

When I was at the nursery I spoke to many service users to find out their needs. I spoke to the parents of the children attending as they would be able to give me more accurate information. I will be presenting these needs in terms of physical, intellectual, emotional and social (PIES) needs. I have chosen one service user that I will be basing my report on. I will not be using their real names to maintain confidentiality. I will be referring to the parent as Sue and her daughter as Chloe.

### **Physical**

- Chloe needs to be safe
- Chloe needs warmth and shelter
- Chloe will need food
- Chloe may have specific needs

From speaking to Sue I found out that there are many physical needs for Chloe. The most important one is protection or safety. She told me that parents will only send their children to a nursery if they feel that they will be safe. The children in the nursery are often too young to keep themselves out of danger and don't always understand how certain things can be dangerous e.g. scissors. This means that the staff need to be aware of things that may be a hazard to Chloe and the other children. It is also important that they try to teach the children how to keep themselves safe.

Warmth and shelter are basic needs; these help the children to feel comfortable within the nursery environment. When I was talking to Sue she informed me that the main need for her daughter was food. As many of the children in the nursery are unable to feed themselves the workers need to ensure that each child is getting the right amount of food and also eating balanced diets.

Some children have specific physical needs. For example some children will need more individualised care such as children with disabilities who may need to be in a wheelchair and might have trouble getting around the nursery. Also many children have specific dietary needs due to allergies so it is important that all the children are getting the foods that they can eat so all the staff need to be aware of each child's dietary needs. Chloe is allergic to nuts and therefore the staff need to ensure that there are not traces of nuts in her

meals and also that no other children bring in anything that may contain nuts as she is too young to understand what she can and cant eat herself yet.

### **Intellectual**

- Her child needs to learn new skills
- She needs to learn life lessons
- She needs to be educated
- Her daughter will need role models

The children need to learn new skills in the nursery to either help them in school or prepare them for starting school. The workers can play educational games to enhance their skills and also keep their brains stimulated so they will hopefully do better in school. Chloe needs to start learning early as it will help to do well in the future. Sue is eager for Chloe to do her very best and therefore classes this as an important need.

Also learning life lessons is important; Chloe needs to learn life lessons such as learning about dangers to ensure that she can keep herself safe when she's ready to leave the nursery. Life lessons also help them to make friends when they are older as they will have an understanding on how to act e.g. using manners. This means that it will benefit them both emotionally and socially.

Within the nursery there are many sources for the children to be educated. There are many educational toys for children of all ages and they also have many books so that they can help children to read and also teach them more words so they can build up a better vocabulary. Sue informed me that education at a young age is a very important need as it prepares children for starting school and in the long term can help them to get better grades as they have been introduced to learning at a young age. During the day the nursery has an hour where the children are allowed to watch television however the programmes are always educational allowing the children to learn while they are having a good time. Chloe told me that she enjoys watching the educational programmes, this is good as it may mean she will enjoy school when she starts.

Chloe needs a good role model to look up to and get an idea of how they need to be acting and what they need to do. From speaking to one of the nursery workers I found out that she thought it was very important to act in a polite and caring manner as the children would be looking up to them and learning things. They would possibly be trying to copy what they are doing so they need to be able to provide the children with good role models.

## **Emotional**

- Chloe needs to be kept happy at all times
- Chloe must be encouraged to do well
- Chloe needs to learn independence
- Chloe needs to be valued and treated with respect

When talking to Chloe, Sue and the staff I was told that the key emotional need was that the children needed to be happy at the nursery. If her daughter was not happy at the nursery then it might have put her off wanting to go anymore which could then lead to her being afraid of starting school when she had finished her time at the nursery. It could also mean that she was not making as many friends as she would not be enjoying herself so may be quieter. It is essential that she is happy at the nursery as it provides her with the foundations to build on within her schooling.

It is important that the staff at the nursery encourage her daughter to do the best that she can do. This can involve encouraging her to read books, play educational games etc. this will help her later on in life as she will have had an early start and will find it easier to learn when she starts school. If they don't do this then they may feel like they aren't as good as everyone else which can make them dislike attending school which could result in them doing worse than their potential.

Another important need is learning independence as she will need to look after herself more when she gets to school. At Little Rascals they ensure that the children are encouraged to do things for themselves but will help them to do so. When Chloe and the other children are eating dinner the staff try not to feed the children so they are able to learn how to feed themselves, this is also the same for when the children need to go to the toilet, they are encouraged to go by themselves.

One of the most important needs for Chloe is to be treated with respect and valued. If this happens then she will enjoy the experience of nursery more as the staff will appear friendlier. If they are friendly it makes them more approachable so that if Chloe has a problem she is able to talk to the staff about it.

## **Social**

- Chloe needs to meet new people
- She needs to develop routines
- Chloe needs to play and learn with others

It is essential that Chloe meets new people at school as it will make her feel happier knowing that she won't be on her own when she goes to nursery.

This will then make her enjoy nursery more if she has people to play with. When she starts at school some of her friends from the nursery may be going to the same school which will make the whole experience feel less daunting as she won't be going through the experience on her own. If they are not going to school then she will have the skills that she will need in order to make friends and having friends at the nursery may have made her more confident. The workers encourage children to play with other so that they can make friends.

Chloe needs to develop a routine so that it will be easier for her to start school. A major part of the routine would be leaving her mother, many children find this very difficult but Chloe will already be used to doing this from being at the nursery. The staff need to try and make the children feel as comfortable as possible as it will make the process easier. Sue told me that Chloe has got used to leaving her now but it was extremely distressing for her when she first started.

From playing with others Chloe will develop social skills which will help her to make friends later on in life. Socialising with children of the same age is important as they will learn the skills needed to make friends and meet children of the same age. However they will also need to socialise with adults as they will need to speak to school teachers.

It is important that the staff at the nursery try to meet all the needs of the children as it will help to create a positive care environment and also will make the children enjoy it more.

### **Why does a person use this service provider?**

Many parents send their children to a nursery so that they can go to work. Many jobs operate at awkward hours meaning that is not always possible to look after your children and go to work so many use nurseries where they know their children will be safe.

As Little Rascals opens from 8 in the morning until 6 in the evening it caters for the most common working hours 9-5. This gives parents time to drop their children off before work and pick them up after. Although the nursery tries to have opening hours to suit the majority it is still not suitable for everybody.

The nursery offers an after school club and also they will pick up children from schools in the area so that the parents know that the children get from school to the nursery safely.

### **Barriers**

Barriers to access are factors that prevent service users from obtaining the care services they want or need. There are a number of barriers that can stop people using a particular service. Barriers at Little Rascals nursery include:

## Costs

Little Rascals nursery is in the private sector and therefore is not a free service which means that not everyone can afford to use it. The cost of travel also needs to be considered as not everybody has a car and public transport can be very expensive.

### Prices of using the nursery per day

Sessions	Under 2 years	2+ years
8am – 6pm	£34.50	£32.50
8am – 1pm	£19.00	£18.00
1pm – 6pm	£19.00	£17.00
8am – 4pm	£30.00	N/A
1pm – 4pm	N/A	£12.50

Extra hours are charged at £3.50 each. Fees include meals and refreshments.

As Sue and her husband are both in full time jobs, she told me that they do not find the cost a barrier as they can afford to send them there and also it is possible to apply to the government to receive vouchers to help them towards the cost of the nursery.

## Opening times

Opening times are not a barrier for everyone; it depends on what hours parents' work. The opening times are not a barrier to Sue as she starts work at 10am so has plenty of time to drop Chloe off and then get to work. As she doesn't finish until 6pm her husband picks Chloe up when he finishes at 4pm.

## Language

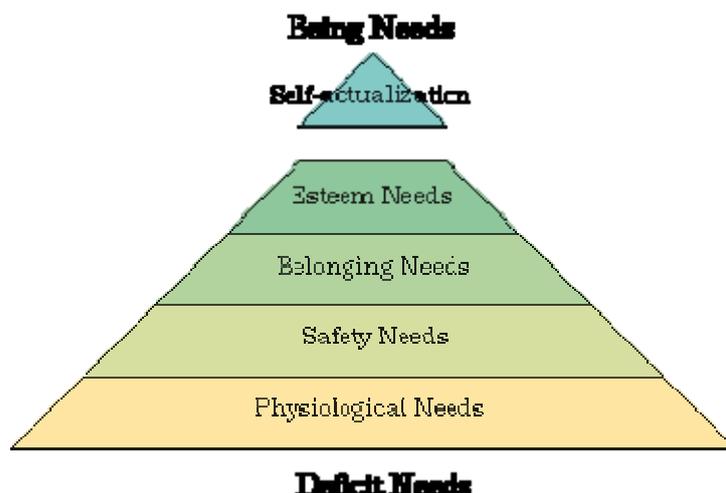
Language can be a barrier because children may find it difficult to communicate properly with the nursery staff and also other children. This could cause emotional and social difficulties for the child. If a child can't speak English it would affect their social wellbeing as they won't be able to communicate with the staff either, therefore, it would be a serious barrier to learning which would result in diminished life chances due to a poor education. Again this is not a barrier for Sue or Chloe.

## Lack of information

This is a problem for Little Rascals as they don't have a website for their particular nursery and also they aren't advertised anywhere else. People tend to choose nurseries if they have been recommended by other parents. People won't send their children to a nursery if they do not know anything about it because they want the best for their children and they want to know that they are safe.

Sue told me that when they first starting using the nursery she felt that this was a barrier as she chose the nursery on recommendation alone and didn't feel like she knew much about it.

## Maslow's hierarchy of needs



## The five needs bottom to top

- **Physiological needs** are to do with the maintenance of the human body.
- **Safety needs** are about putting a roof over our heads and keeping us from harm.
- **Belonging needs** introduce our tribal nature.
- **Esteem needs** are for a higher position within a group.
- **Self-actualization needs** are to 'become what we are capable of becoming', which would our greatest achievement.

## **Task 2**

Little Rascals is in the private sector which means that the parents pay to send their children there. It also means that isn't run by the government, it is run by a couple. I spoke to the manager about how the nursery is organised I will not be using her real name for confidentiality reasons.

Fiona told me that it is difficult to run the nursery as she needs to make sure that she doesn't take too many children as there can only be 55 children in the nursery at any one time due to legal reasons. Also there must be enough staff in to look after the children. I asked Fiona if she had any help off anybody and she told me that she is able to apply to the government for a grant for the nursery if she wants to improve it at all or if she is struggling with the money. Fiona has hired people to help her to run the nursery for example she has employed a woman for admin so she takes care of all the paperwork.

I mentioned some of the main barriers that may prevent somebody from using the service however there are many more. I will talk about some of the barriers that were not mentioned earlier on in this assignment.

### **Location**

This can be a problem because if they live too far away from the nursery then they might not be able to get there. Little Rascals is situated in a built up area surrounded by houses, there is a main road nearby so a lot of bus routes go past the nursery and also it is about 15 minutes away from the train station. This barrier could be overcome by setting up a mini-bus service to pick up and drop off children who live out of the area; this would ensure that everyone gets an equal opportunity to using the nursery.

### **Waiting lists**

This can be an issue if there is a long waiting list because if their child does not make it to the top of the list then they will have to find another nursery to use. The parent may not be happy with sending their child to any other nursery as they might prefer Little Rascals.

### **Attitudes**

Starting nursery can be a scary time for some children. If a child is afraid of starting nursery then they will probably be shy and not interact with the other children and possibly the staff at the nursery. Starting nursery could also affect the child emotionally; if they really don't want to go to nursery it may cause them distress.

## **Prejudice**

The dictionary definition of prejudice is 'An unfavourable opinion or feeling formed beforehand or without knowledge, thought, or reason'. This means that people will judge people before they even know them, this can often be about race, colour of skin, beliefs, gender etc. Little Rascals allows anyone to attend the nursery regardless of race, gender, disability etc.

## **Unfair discrimination**

Discrimination occurs when a person is treated less favourably than another in a situation because of their racial or ethnic region, religion or belief, disability, age or sexual orientation. Little Rascals ensures that this is kept low by making sure that everyone is getting on. The nursery has a policy that children must not bully others. The nursery has a box in one of the corridors which entitles children to write down a name of anyone who they feel is bullying them or making them feel uncomfortable, this is so that children can do it confidentially and wont get targeted.

Little Rascals aim to overcome any barriers to the service but it is not always possible to overcome them all.

## **Task 3**

I have chosen two care practitioners at the nursery I will be referring to them as Jane and Lisa I will not be using their real names for confidentiality reasons. There are sometimes many qualifications needed to become a care practitioner and are also many different routes to get into the job.

You can become a nursery worker without having any formal qualifications such as GCSE's but you cannot progress in the career and for most college courses it is a big advantage to have 3 or 4 GCSE's. you do not have to do a full time college course as it is possible to start working in a nursery as an assistant and train on the job, possibly going to college part time.

For nursery assistants, who work with people supervising them to ensure that they are doing everything right, qualifications include:

- NVO Level 2 in children's care, learning and development
- CACHE Level 2 Certificate in child care and education
- CACHE/City & Guilds/EDI Level 2 Certificate in children's care, learning and development.

Nursery workers who want to work with children unsupervised it is compulsory to have a Level 3 qualification or higher. Suitable qualifications include:

- NVQ Level 3 in children's care, learning and development
- CACHE Level 3 Diploma in child care and education
- BTEC National Diploma in early years.

However it is not only qualifications that are needed there are also many skills and qualities

I spoke to Jane about how she started out her career as a nursery practitioner and she told me that she took a college course after GCSE that involved working in a nursery 3 times a week and attending college for 2 days she first got her NVQ level 2 qualification and started working full time in a nursery. Lisa went on to do a BTEC National Diploma in early years as she wanted to work with the children on her own as she had planned to set up her own nursery.

### **The Care Value Base**

The care value base is a theoretical framework that makes sure people are treated equally but not the same. It is based on morals and is not a legal requirement. It covers five different areas which are Anti-discriminatory practice, Confidentiality, Individuals' rights, Personal beliefs and identities and Effective communication

The care value base is important because no two service users are the same and the UK is a diverse, multi cultural society therefore early years practitioners come into contact with a wide range of children who will have different care needs. The care value base is a guide on how to achieve the 'best practice' so it ensures that every client gets treated well and avoid neglect, mistreatment etc. if it is in place in an organisation properly it can help to make sure the clients are getting their rights.

**Anti-discriminatory practice** involves the avoidance of discrimination. It ensures that all the children are treated equally. Before early years workers can fully implement this they must have a full understanding of issues in relation to gender, disability, class, ethnicity and sexuality. It is also important that they understand what effects discrimination can have on the life chances of the children.

**Confidentiality** - all clients expect all their information to be kept confidential.

**Individuals' rights** are encouraging people to make their own decisions about their care and treatment. Every child at the nursery has different needs; the staff need to ensure that they all get treated as individuals.

**Personal beliefs and identities** - all clients should be able to keep beliefs. This means that people should not encourage people to change their beliefs just because others might not share the same views.

**Effective communication** is important within the nursery as the staff need to ensure that they are speaking in language that the children will understand. They also communicate with the parents they need to be able to communicate successfully with adults as well as children. There are many aspects to achieving a successful communication, the main ones are, eye contact, staying relaxed, making sure you can see each other and also making sure that you can hear the other person clearly.

Jane and Lisa are very effective at carrying out these care values. At little rascals they ensure that all of the children are treated equally, they also have books and toys which involve people of different races, disabilities, sexualities etc, this is to teach the children that everybody is different and should not be judged for that. All the information about the children attending Little Rascals is kept in the office upstairs. It is kept on a computer which is locked at all times unless it is in use and only the manager has access to the children's information. Also all the children have a little book which has everything the children do every day they are at the nursery, if they are not with the worker and being filled in then they are kept in a filing cabinet in the office which is locked at all times and again only the manager has the key. The children all get to choose what they want to play with so what they do every day in the nursery is their decision so they are getting their individualised care. Also if some of the children don't like what the nursery staff are making for dinner or have allergies or are vegetarian then they can choose what they would like to eat and the staff make a certain number of meals a day so they aren't being made to eat the same as everybody else just because it is easier. Jane and Lisa told me that they tend to avoid talking about religion in case one of the children says something that is unacceptable in another religion because children don't always understand that others don't believe in the same thing. At the nursery they have a room where they can speak to the parent, this is to try and make it quieter as it would be difficult to hear over all the children.

From watching Jane and Lisa working in the nursery I can see that they are good at their jobs as they definitely include all of the care values within their work. They do not discriminate against any of the children and make sure that they are all treated equally.

### **Assessor's Comments**

***This student worked on her own for the most part and needed only very little assistance to complete her portfolio.***

## Questionnaire for Sue

1. How did you hear about the nursery?

My friend takes her daughter there and she told me that it was a fantastic nursery and strongly recommended it.

2. Was it easy to access the service?

It was when I had been told how to but I think I would have found it difficult if my friend didn't use it.

3. Were there any barriers to accessing the service?

There isn't much information provided about the nursery until your child starts going there. This meant that I chose the nursery purely because of the recommendation I got. I don't think I would have been as happy to send my daughter there if I hadn't been told it was good as I wouldn't have known anything about it and that's extremely important

4. Were there any other barriers?

Not for me personally but I can see how cost could be a problem for some parents and also all the staff only speak English so language could possibly be a barrier for some parents

5. Does the nursery cater for all of your needs?

Yes it does, my daughter is always happy to go to the nursery and enjoys it while she is there

6. Does your child have any individual needs? E.g. dietary

Yes she has a severe nut allergy which means she cannot have foods that contain even traces of nuts.

7. Does the nursery meet this need?

Yes they are very careful not to make foods that include nuts and also do not allow parents to send their children with any foods that may include them.