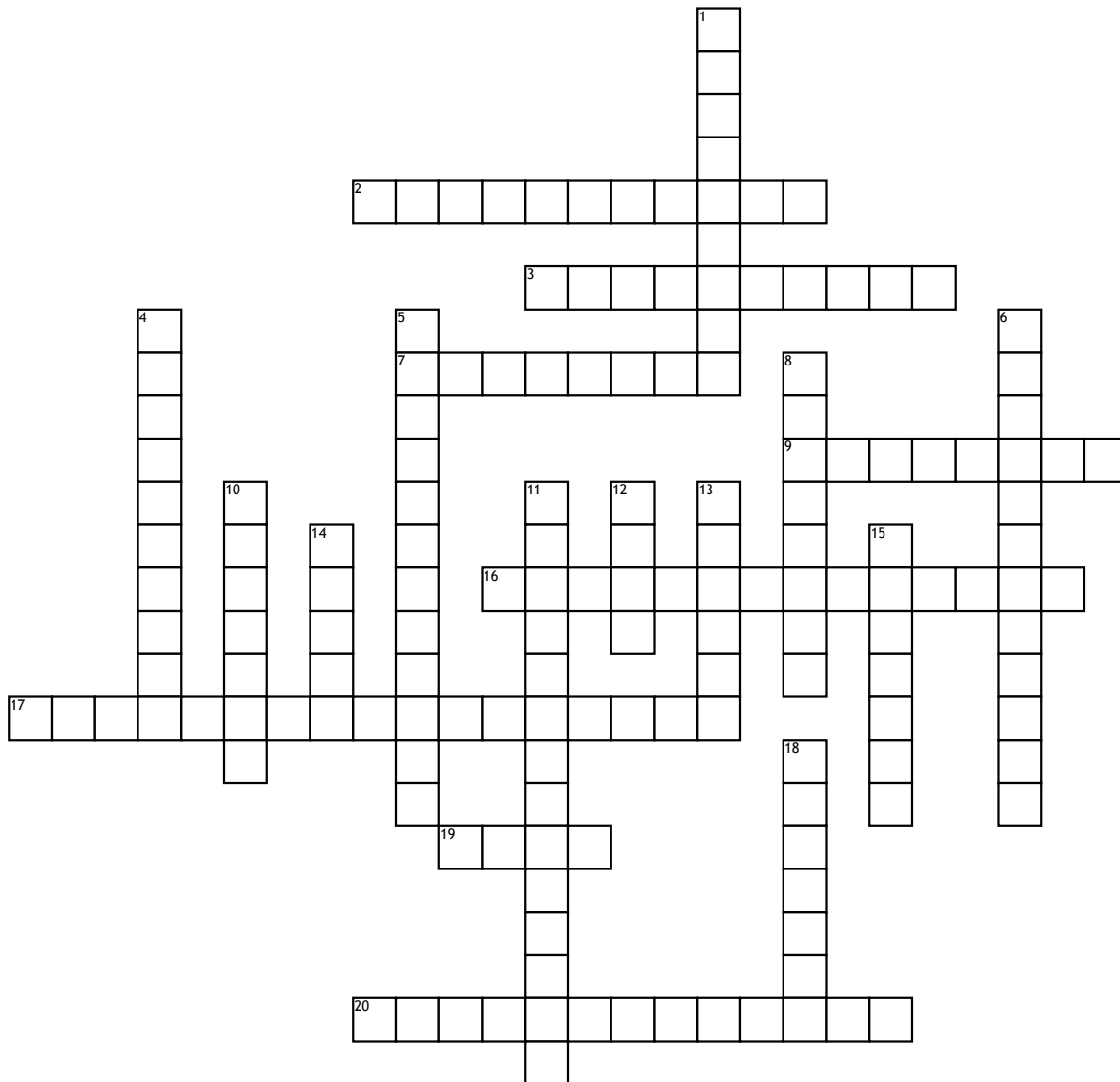


Working in Health & Social Care



Across

2. What E is the process where an individual believes that they can do something on their own?
 3. What E allows service users to comment on the quality of their experiences in a setting?
 7. What A is someone who speaks on behalf of another individual?
 9. What I is the word used when something significant has occurred?
 16. What W is the process of reporting a concern to a manager whilst remaining anonymous?
 17. What M is the type of care that involves the work of a range of professionals?
 19. What D is another name for service user information?

20. What P is the type of care that sees the needs and interests of the service user as priority?

Down

1. What P is the document that explains exactly how to carry out a policy in the setting?
 4. What A is carried out to consider the potential risks within a setting?
 5. What S is the word used when considering the protection of service users?
 6. What I is where an individual is encouraged to do things for themselves?
 8. What E decides whether you are entitled to something or not?
 10. What R is the collection of service user information stored?

11. What R is the process used to support an individual in returning back to normal life?
 12. What R identifies something dangerous that could happen in a setting?
 13. What P is a document that lists the rules that exist in a setting?
 14. What C is the list of guidelines used to guide the work of professionals?
 15. What C is another word used for behaviour?
 18. What B causes an individual difficulty in getting from one point to the next?