

Level 2 Health and Social Care

RO21: Essential Values of Care



You will...

Understand how to support individuals to maintain their rights.

Understand how legislation impacts on care settings.

Understand how personal hygiene, safety and security measures protect individuals.

Understand the importance of the values of care and how they are applied.



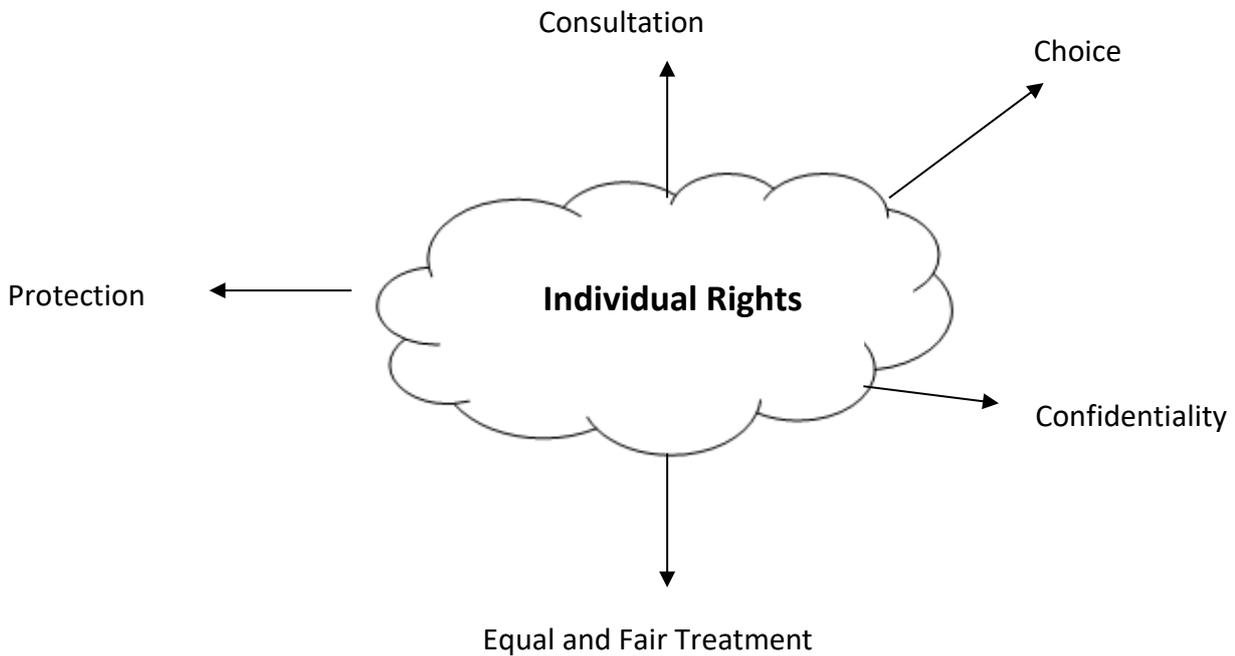
Health and Social Care Level 1/2



Name: _____

Target Grade: _____

Learning Outcome (LO) 1: Understand how to support individuals to maintain their rights.



Examples of how these rights can be maintained.

Choice	Confidentiality
<ul style="list-style-type: none">• Let service users choose which activities they join in with• Give food options• Allow service user to select own GP• Allow service user to choose how and where they receive treatment	<ul style="list-style-type: none">• Store personal information securely such as locked filing cabinet or password protect on computers• Not speak about service users where others can hear e.g. no gossiping outside of work, don't refer to people by name and have private meetings in an office with closed door

Protection

- From abuse
- From harm

Equal and Fair Treatment

- Being treated for their individual needs

Consultation

- Ask the service users what care they would like
- Get the service users opinions and views.

Activity

1) Explain how service users in a residential home could be given choice

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2) And explain also how this could be done in a nursery

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3) Explain how information in a hospital could be kept confidential

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4) And explain also how this could be done in a nursery

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5) Explain how patients in a hospital could be protected from harm

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6) And explain also how this could be done in a nursery

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7) Explain how service users in a residential home could be given equal and fair treatment

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8) And explain also how this could be done in a nursery

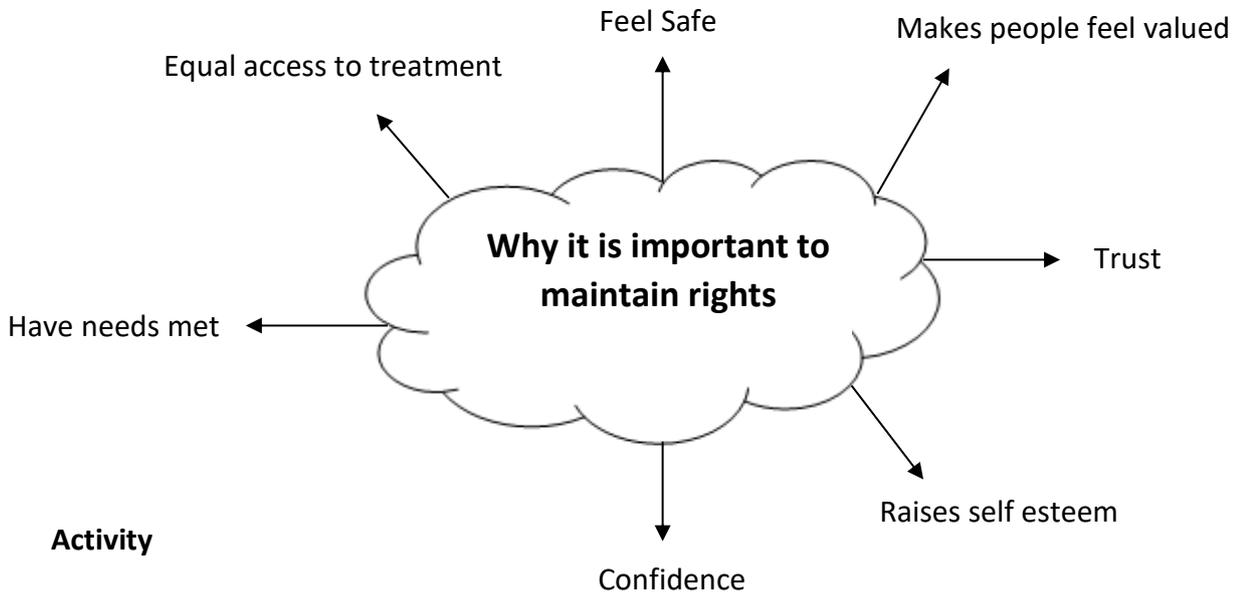
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Why it is important to maintain rights:



9) At Oak Trees residential home residents are given choices about the activities that they do and the food that they eat. Explain how this will affect the resident.

Hint – think about why it is important to maintain rights

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10) At Busy Bees nursery there have been complaints that staff are gossiping about personal information of the children. Explain how this will affect the children and the parents.

Hint – think about why it is important to maintain rights

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11) An inspection at a local hospital has discovered that a Muslim patient has been served a meal containing pork, without the option of another meal. This means that the patient has not been eating.

Identify the rights not maintained by the hospital and how this will affect the patient.

****Hint – think about why it is important to maintain rights****

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12) Explain why it is important that rights are maintained in a care setting.

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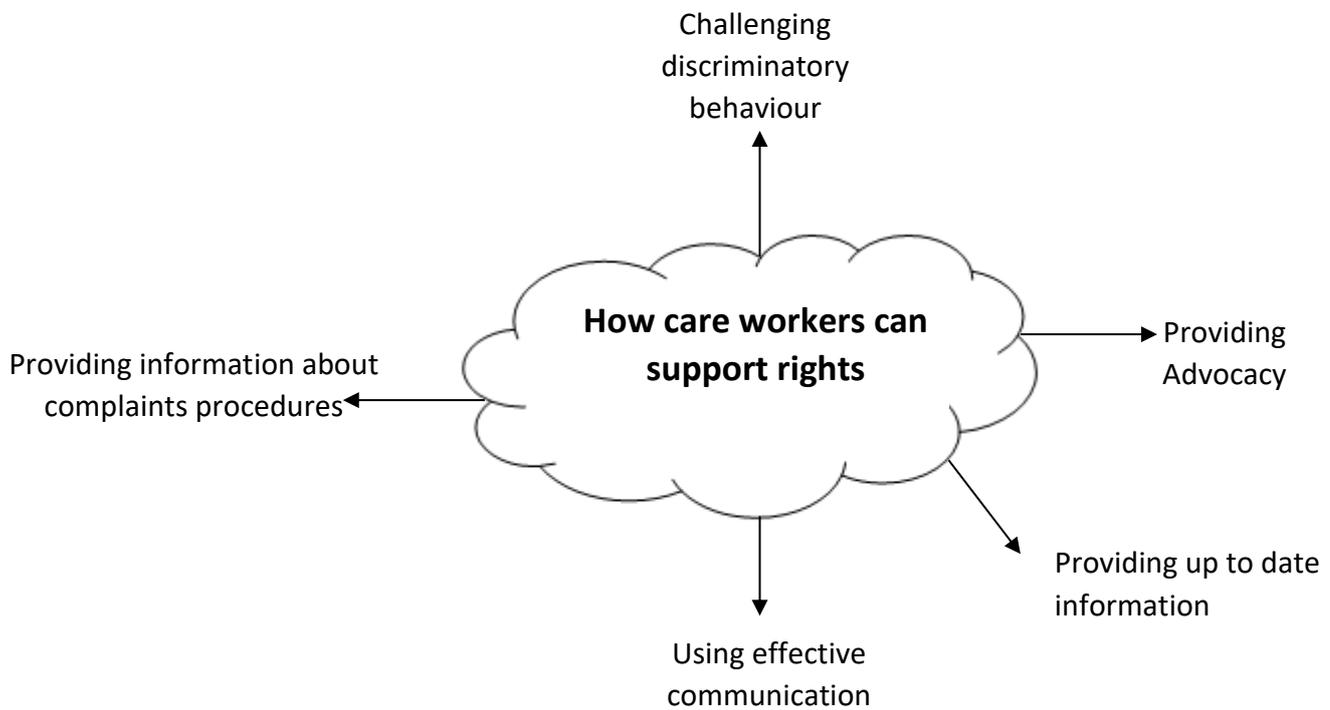
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How care workers can support individuals rights:



Examples of how care workers can support individual's rights:

- **By using effective communication**
(i.e. using language and vocabulary that can be understood).
- Not being patronising.
- Listening to individual's needs.
- Adapting language to meet the needs of in the individual for that situation.
- emphasising words
- using gestures
- changing the speed they speak
- Use a cheerful tone.

Activity

13) Complete the table below describing how these strategies could be done in a residential home or nursery – be prepared to give examples for either in your exam

	Description of how this could be done in nursery or residential home	How this will make the service user feel
Using language and vocabulary that can be understood.		
Not being patronising.		
Listening to individual's needs.		
Adapting language to meet the needs of in the individual for that situation.		
Emphasising words		
Using gestures		
Changing the speed they speak		
Use a cheerful tone.		

- **By providing up to date information**

(i.e. keeping patients informed of...)

- Time services open
- Type of care provided
- Location of services
- Alternative services available

Activity

14) Complete the table below describing how these strategies could be done in a residential home or nursery – be prepared to give examples for either in your exam.

	Description of how this could be done in nursery or residential home	How this will make the service user feel
Time service opens		
Type of care provided		
Location of services.	<p>Have full address with postcode on their website so that people know where the service is.</p> <p>Have directions by train, bus and road on their website so people know how to get there using different transport links.</p>	<p>This will make people feel confident that they know where they are going, so they won't be anxious about how to get to their appointment</p>
Alternative services available		

- **By providing information about complaints procedures**

(i.e. outlining how improvements can be made by....)

- Telling people the options that they have
- Telling people the steps to take when making a complaint
- Following procedures

This means that service users will feel empowered and it will help develop trust. It protects the service users from discrimination and from abuse. The service users will be able to have a say in their treatment and so feel valued and will know that their needs are being met. By having information given to them about complaints procedures they will know that there is someone who will help, that they have been listened to and that something is being done.

Activity

15) Complete the table below describing how these strategies could be done in a residential home or nursery – be prepared to give examples for either in your exam.

	Description of how this could be done in nursery or residential home	How this will make the service user feel
Telling people the options that they have		
Telling people the steps to take when making a complaint		
Following procedures		

- **By challenging discriminatory behaviour**

(i.e. procedures that can be followed...)

- Challenge at the time
- Use procedures afterwards
- Campaigning over a long period of time

Challenge discrimination at the time

Could do this by explaining to the individual how they are discriminating and supervise the individual/monitor staff

Challenge afterwards through procedures

Refer to organisations and policies such as bullying and equal opportunities. Implementing complaint procedures means that people using the service are aware of the action if they have a complaint about discrimination or poor practice. They can report to senior staff to deal with the issue and carry out disciplinary action against staff or the service user. They could, if need be, take legal action.

Challenge through long-term proactive campaigning

Run awareness sessions such as displays, campaigns and workshops. They could also give staff training to raise awareness of discrimination and the correct ways of working.

Activity- Case Study Questions

In a recent inspection at Busy Bee nursery there were several incidents recorded in which discrimination was observed. In one incident there was a boy whose parents were in a same sex marriage and some other children were making fun of them, calling the boy names.

16) Explain what staff should have done at the time of the incident

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17) Explain what the nursery should do long term to prevent discrimination between children in this way in future

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18) As well as this a member of staff was observed calling one of the children rude names referring to their ethnicity.

Explain what should happen at the time that the discrimination occurs

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19) Explain how policies and procedures should be used to prevent this event happening again

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20) Explain what should happen long-term to prevent discrimination from staff

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- **By providing advocacy**

This is speaking for someone who can't speak for themselves.

Activity

21) Give examples of when advocacy would be needed in a care setting

1.
2.

Exam Question Practice

Question 1

Identify three rights of individuals at Woodbridge Residential Care Home

1.
2.
3.

Question 2

Explain why it is important for patients at a Hospital that the rights of individuals are maintained. Use examples to support you answer

This was an answer given in this exam that was given 2/6 marks

If the rights to an individual are not met than a person could feel sad, lonely and not wanted. These rights are maintained so that people feel safe and secure, especially in a Hospital. Where it is already a new area. If a person doesn't feel happy then they might not get better.

This was an answer to the same question that was given 6/6 marks

It is important for patients to feel that their rights are maintained so that they feel empowered, instil trust, and instil confidence and to feel safe. By giving the patient choice as an individual they will feel empowered and they will feel that they have control. E.g. they can chose what to wear, what to eat and what they would like to look like.

Freedom from discrimination will allow service users to feel confident about themselves. E.g. a woman who is physically unable to walk may be aware of how people look at her in a wheelchair. Care workers should talk to her, help her by introducing her to other residents who are in the same situation. They should also provide her with up to date information about activities that she can participate in.

What was the difference between the 2 answers that could explain the difference in marks?

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Question 3

Give two ways that staff should maintain confidentiality in a hospital.

Can you correct this answer that was given in the exam? This got 0 marks

- 1. Be careful with files left lying around the hospital*
- 2. By not talking about private info around others.*

1.

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2.

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Question 4

Give three examples of choice the residents at a residential home could be given.

1.

2.

3.