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Principles of Health and Social Care Practice

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INTRODUCTION

Health and social care practices are said to activities performed by hospitals and other practitioners for meeting emotional, physical as well as social requirements of clients or patients. Person-centred care is all about treating an individual receiving healthcare services with respect, dignity and indulging them in decisions related to their health. Common practices performed by the care system are spending time fostering relationships with patients, protecting individual from harm, treating ill or medical situations, providing domiciliary facilities, supporting vulnerable adults and many more. The principles related to health and social care practices are based on dignity and respect, responsive care and well-being, compassion and support. The present essay is based on Care UK which is largest provider of health and social care. The company have experts in care and provides great number of specialist care services across UK. It was established in 1982 (*Care UK*, 2020). Presently, its health and social care practices includes private practices, group practices, large HMOs and many more. The organisation provides various support services such as improving mobility, providing personal care, participation in social events with the clients that are facing illness or chronic diseases.

The essay includes description, analysis as well as evaluation of principles of support, policy along with practice that are utilised in the company to provide services to clients so that they are able to manage the livings. It also includes recommendations for future practice together with policy.

MAIN BODY

Critical evaluation of relevant principles of support, policy and practice

Care UK have capability to provide support to Mr and Mrs T who are facing medical conditions and other issues such as dementia and other respectively. The company is a leading persona centric care or health and social care which provides multiple services to people at home and its locations (Ryle and Kerr, 2020). It also takes support of NHS so to take health and social care services nearer to people where they live and work resulting in enhancing quality of its practices and meeting needs of huge number of people across UK. The company arranges home services for patients and clients so that they are able to manage living independently for longer possible durations. From its practices and principles, Mr and Mrs T can enjoy assistance with personal care, participation in social events and improving mobility which will result in living as long as possible.

Person-centred care is place wherein patients participate in medical treatments with support of health professionals. With the concept, a patient is seen as independent along with capable person with own abilities to devise informed decisions. Principles of support is important for productive health and social care organisation (Olsen, 2017). The main aim of principle of support is to motivate care employees to determine and reflect on centrality of dignity for committing uphold of dignity to whom support are provided. At present, principles of support benefit in providing guidelines about the ways care employees can work to meet expectations and requirements of their clients and patients. In addition, Care UK have current practice to person centred care in which its workers provide proper support to people that needs services to manage livings and live for longer durations. The principles of support that are currently adhered by Care UK are as follows:

Principle to treat people with respect, dignity as well as compassion: It is seen that patients lose their independence at the time they enter into care that keeps their dignity at position of risk. By adhering to the principle, Care UK enables its patients such as Mr and Mrs T to maintain dignity through respecting their preferences along with treating them with empathy and compassion. However, it is viewed by Robertson (2017) that fulfilling working with the principle requires consideration that patients have own values, feelings and opinions which suddenly become nullified from care setting.

Principle to provide coordinate care and treatment: For providing consistent support or person-centred care, it is important for health and social care setting or companies to coordinate with practices of other workers and services. If not done properly then patients have to suffer among services or carers (Citro, 2017). As per the principle, organisations must communicate with others so to build shared understanding about the ways treatments and care are to be given. In context to Care UK, it coordinates activities with other hospitals from where Mr and Mrs T had been treated in order to provide effective care and support to deal with medical conditions and living lives happily. It has been evaluated that when the company fails to adhere to the principle then it impacts of care to Mr and Mrs T.

Principles to service user to make decision making: As per the principle, organisation that provides support and treatment to patients at their places are required to enable them to involve in decision making as well as assisting them to take actions which support their living. Currently, Care UK follows the principle of support and doing so assist Mr and Mrs T to improve their potentials and understanding of the ways to look themselves in independent manner. However, it is critically evaluated that performing activities as per the principle takes the company to avoid maintaining ongoing dialogue with patient as well as representatives (Barnett, 2017).

Person-centred theory puts huge emphasis on ability of a person to move towards positive directions. With implementation of theory, practitioners of Care UK believe in trustworthiness and innate potentials to move for self-actualisation and health for clients through putting proper conditions on priority. It is one of popular theories which makes situation possible to resolve and care patients. The theory helps patients to perceive the world in unique phenomenological manner and helping people to live independently.

Care UK have adopted certain number of policies to provide support to its patients. Some of the policies are as evaluated:

Confidential policy: The main purpose to implement confidential policy is to ensure that employees, members, clients and other stakeholders understand requirements of company in context to disclosing personal data as well as keeping information confidential. In Care UK, the policy is devised and implemented for the purpose of maintaining information about the clients and limiting disclosure. The amendments of the policy force all staff and managers of Care UK to not disclose information about situation of Mr and Mrs T to others. As per Parker and Fleming (2020), it has been critically evaluated confidential policy benefits in building along with developing trust with clients. The other benefit of the policy is to retain important bond with all the patients. However, the disadvantage of the policy is that it includes possibilities of leakage of information.

Whistle-blowing policy: The policy provides early warning system to address malpractice prior it causes serious harm. In health and social care sector, mistakes which are seen as minor can result in serious consequences in which they are involved. With the policy, Care UK shines light of concerns and makes the organisation open, accountable along with

transparent for protecting patients and clients. The benefits of the policy for Care UK is that it encourages culture in which wrongdoing are addressed quickly as well as potentially before damages to reputation and clients. The policy also benefits in reinforcing employees about importance of their duty to clients. In contrary, downside of whistle blowing policy to company is that it calls various illegal practices and brings huge attention of practitioners towards whistleblower and company that they face issues in providing care to clients (Parker and Fleming, 2020). The policy is based on assumptions that that the expose is meant for serving greater good. In this, the entity goes through challenges which arises from the actions.

Professionals of Care UK work collaboratively with individuals that uses services. The company have implemented person centred care which helps professionals to decide what is best for patients as well as places people at centre, as expert of own experience. In the company, the concept relies on values of people as well as putting people at centre of care, ensuring that patients are physically comfortable addition to safe, providing required information to make decision for support and care. In case with Mr and Mrs T, workers of Care UK through implementing person centred care takes account of preferences and needs, provides them treatment in which they are comfortable and safe, provides care when and where they require and provides emotional support involving friends and other close ones of the patients. By implementing the care into practice, health and social care setting are able to tailor their practices as per needs of Mr and Mrs T with multi morbidity. With the approach, focus is towards person and activities that the company can do rather than on the disability or condition. All the support is provided to the clients for achieving aspirations as well as tailoring practices to meet needs together with unique circumstances (Netten and Beecham, 2018).

Practice is said to act of rehearsing behaviour again and again or engaging in tasks in order to gain mastering in it. It is the method or technique which has been accepted in an organisation as it became standard mechanism to do things or complying with ethical requirements. The relevant practice of Care UK to provide support to Mr and Mrs T is making healthcare access convenient in which the company provides positive experience to patient through providing high quality care as well as driving patient satisfaction. With the practice, Care UK ensures that Mr and Mrs T have easy access for get services for the issues that are faced by them. The practice assist workers in treatment delivery for the patients as per the requirements of clients so to provide them positive experience. According to Thuemmler and Bai (2017), it is evaluated that the practice benefits both to the organisation and patients. To Care UK, the practice benefits in analysing needs of clients, planning treatment delivery and devising workings that helps in providing better experiences to all the patients. In context to Mr and Mrs T, the practice benefits in getting prompt services, meeting needs and overcoming barriers. With this practice, Mr T can will communicate with doctors at any time for treatment of progressive dementia as well as other chronic situations. Additionally, Mrs T will also get regular check-up for care of hip operation conveniently. It also helps in using latest techniques so that patients and professionals remain in contact to share about situations and getting consultation without waiting for longer durations. However, limitation of the practice is that experiences of patients changes with quality treatment and convenience. When an individual professional of the company looks after multiple patients than it proves to be complex and challenging to balance working and providing accessibility in convenient manner. At all stages of care encounter, providers are required to emphasis on putting needs of patients first than impacts on the set criteria or activities that are set by the company to treat customers. This increases workload of the entity as it has to manage or provide convenient access to patients with minimum employees having powers.

As per McCormack (2017) person centred care have certain benefits and limitations. By using the approach, Care UK is benefited in making patients feel more comfortable as well as confident in the services which build mutual respect. It also assists in meeting emotional, practical addition to social requirements of patients which ensures that the company maintains high quality of life. It also improves independence of patients by encouraging them to participate in decision making concerned with care. In case with Mr and Mrs T, this gives confidence as well as ability to look themselves with limited requirements of input from health and social care setting. However, views of Günel, Karadağ and Anlar (2018) states that person centred care results in high staff workloads as well as time pressure that reduces their powers to treat patients. Moreover, the approach also involves certain constraints related to physical resources as well as environment. Unsupportive staff attitudes are also faced by the company that uses the approach to provide health and social cares services to patients at their homes and as per their needs.

Recommendations

For future policy, practice and activities for person centred care, professionals of Care UK are recommended to improve communication among patients, workers and other professionals. They are recommended to involve patients in care as well as treatment planning so that the practice such as providing convenient access gain success and all the needs are met with proper care. Further, the company is recommended to hire professional practitioners that have experience in managing workload of employees and fulfilling requirements of patients. With this, they will be able to balance working of all the workers and allot them their roles to provide ease and convenient access. Moreover, the criteria of working should be set after analysing potentials of workers and needs of patients so that proper care, treatment and support are provided in ease manner in future.

Care UK is also recommended to hire a professional to establish clear tone and communication to support ethical behaviours as well as internal disclosures to develop whistle-blowing policy in coming time period. For future of whistle blowing policy, the organisation must put transparent procedures of reporting and investigation of situations to become aware about some uncertain risk on time and devise mitigation strategy to deal with them in proper manner. Setting out as well as adhering efficient time frame in study about uncertainty will assist in performing ethical practices and dealing with situations. In context to confidentiality policy, Care UK is recommended to abide all the codes of conduct and keep records in systematic order so that information of one patient are not accessible by other practitioners. Moreover, practitioner who is treating or providing care to a patient, for example, Mr and Mrs T must only access the information and no other should be allowed to have look on the reports. This will tighten confidentiality of information of patients and will improve workings with confidentiality policy in future.

CONCLUSION

From the discussion, it is concluded that health and social care is concerned with treating ill health, chronic diseases and medical situations of an individual in hospitals and community. It provides care to vulnerable people so that they live their livings independent and gain wellness as early as possible. Principles of support which are adhered by the entity are principle to treat people with respect and compassion, principle to provide coordinate care and treatment, principles to service user to make their own decisions. Health and safety care policy is key policy that is current followed in organisation which provide services of well-being, care, support and

many more. Moreover, confidentiality policy and whistle-blowing policy are some policies that are implemented by health and social care in current period. Practice of making healthcare access convenient helps providing experiences to patients and get ease access for healthcare services as and when required. Abiding code of conduct, hiring professions having experience to manage multiple patients and sharing workloads are provided for future of policy and practice.

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