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Introduction

In this case study this essay will analyse, and evaluate support, policy, and practice that is available and suitable for Mr. and Mrs. T. keeping in mind their needs want's and wishes to be matched and considered. The couple are over 85 years old; Mr. T has progressive dementia and other chronic conditions; suggestions will be made to show what medical attention and help is needed and available to Mr T.

The case study explains that they were independent and able to care for one another until recently, Mrs. T had a fall and was hospitalized, followed by had a hip operation, when returned home she had a mobility frame to help her get around the house. Being considerate of their wishes and mental wellbeing, whilst provide information and support on how to manage their lives better in these conditions now. Help with personal care, ways to improve her mobility, domestic chores, and social events that would help them live independently as possible. A Chosen department or an organization will be evaluated to see if they can provide support for Mr & Mrs. T followed by recommendations for the future.

Supports and implementation available to Mr and Mrs T in the health and social care practice

Due to the medical circumstance of Mr and Mrs T, and having to respect their wishes of trying to live as independently as possible. The first suggestion that would be appropriate to examine is if their home qualifies for adaptations to meet their medical needs if yes, then there is help available as the government provides help to vulnerable individuals to support their living. According to the (National Health Service, 2021) every local council in the United Kingdom provides a service that will investigate your home and then offer the changes need to meet your needs, but you must fit in the criteria the council set. Changes such as stairlift or a banister on the stairs, adding a bath lift, shower facilities, bath grab rail, lowering kitchen worktops, and putting in an outdoor ramp or step rail just to name a few.

In the United Kingdom there are basic rights that everyone qualifies for such as some equipment and home adaptations, benefits, help after coming home from the hospital, NHS continuing healthcare and nursing in a care home which is NHS-funded nursing care, and this is available to all it does not matter what your income may be all this information can be found at this website (Home adaptations for older people and people with disabilities, 2021).

According to (Age UK, 2021) Dementia cannot be cured but can be managed with medication and other forms of treatments. The GP will help you understand and manage your care with a plan of action to be met. This may include drawing up a care plan to help you manage your condition on a day-to-day basis and recognize symptoms that you should report to your GP. It may also include creating an 'information prescription' with the help of NHS Choices, which helps you find reliable sources of information about your condition. According to (National Institute of Care Excellence, 2021) Caretakers or support providers can and should be trained in person-centred and outcome-focused care for people living with dementia includes. This sort of actions will benefit Mr and Mrs T

Person-centred care approach

As Mrs T wants to keep her independence as much as possible while she can and the fact that Mr T has progressive dementia and other chronic conditions person-centred care could be the answer for them. According to the National Health Service (2021) a person-centred care approach is when the focuses are mainly on care elements, care, and treatment that matter most to Mr and Mrs T. Person-centred care is when both parties as in the care provider and the patients are more like partners. Both parties have partnerships in planning, developing, and monitoring care, and all needs are met and appreciated. This allows Mr and Mrs T to make the final decision, working alongside professionals to get the best outcome. Person-centred care is not just about giving people whatever they want or providing information, it is about considering their wishes, values, personal situations, social circumstances, and lifestyle choices and that is exactly what Mrs T is looking for. In health and social care setting depending on where you are, there are a lot of different aspects of person-centred care, these are the most common ones following:

- Respecting patient's values and putting them at the centre of care
- Considering patient's preferences and expressed needs and wants
- coordinating and integrating care
- Working together to make sure there is good communication, information and
- education
- Making sure patients are physically comfortable and safe
- Emotional support is given
- Involving family and friends as and when possible
- Maintaining continuous updates between and within services
- Making sure patients have access to appropriate care when they need it

Service providers should make sure that patients that are looked after and cared for, all these actions are recognised as a key component of developing high-quality healthcare Finset, (2011). However, according to the Health innovation (2021) have said that the evidence in person-centred care can make a difference, there is not that many studies about the results yet on person-centred care and some research has mixed findings. Person-centred care means different things to different people and this could be the reason why there are mixed findings. Therefore, this makes it even more important to think about how to measure and put person-centred care into practice and get a better understanding and results that can be beneficial to all.

Evaluation of the impact on policy, legislation, regulation, and codes of practice

According to Skills for care (2021) Policy, legislation, codes of practice, and regulations are there to safeguard and protect patients and employees, it sets a guideline on what to follow and how to proceed. By following these guidelines, you will have a standard of services that meet the law. It is extremely important to follow these guidelines as it is set by the government and shows the codes of practice, legislation, and regulations. If are followed effectively then their employees can provide a better policy implementation and efficient service will be given.

The impact of when not followed can and will have severe consequences for both, the service provider and service user. For example, all care workers need to have a CRB check to make sure that they are fit for the job as they will be working with vulnerable people and children. Employees need to be trained on how to manage their own risk and record any activities that may add risks in the workplace, also care workers should be aware of the Equality Act 2010 that provides covers for the nine protected characteristics. Care workers should be aware of both direct and indirect discrimination to protect themselves and their organisation from unnecessary legal problems.

However, the organisations need to create an ethical working environment for service users and care workers to show equality and diversity principles and set standards for both parties.

The results that can happen if not following the legislation, and regulations set by the government can be severe because organisations can lose their license for noncompliance. Employees that do not follow the codes of conduct set by their organisation will risk losing their job or even legal consequence. Staff development and training should always be updated and invested in, this will remind them of existing knowledge and improves professionalism in the workplace. It is important to maintain good standards to provide quality service to the users. Regular reviews from CQC are important as they help update policies and always maintain standards and support the organisations to achieve the correct requirements. This will improve the organisation's reputation and bring more clients. Setting the correct and appropriate standards from legislation and policies and then following them has a good impact on the service users. The service users will be happy and satisfied, from this It can improve their health and wellbeing and encourage a good quality atmosphere. Having said that, regulations and legislations change quite often and can contribute to an increased workload. Whit Recent changes like funding cuts influence how much care services can provide for their clients. All these changes in regulations and legislation have an increase of workload and challenge a lot of organisations that cannot afford to employ more staff. This has an impact on the existing staff who end up in situations like being overworked and underpaid, which then leads to staff satisfaction and motivation being low. This leads to having a negative effect on the clients, although they have the knowledge and know the standards high incidence of abuse in care homes continues, and due to these actions, many care homes are forced to close due to non-compliance and unacceptable settings.

Standards on Policies, Code and Practice

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 10.

This regulation is to make sure that people using the service are always treated with respect and dignity whilst receiving care and treatment. Care Providers need to make sure that they provide care and treatment that ensures people's dignity and always treats them with respect, including making sure that people have privacy when they need and want it, treating them as equals, and providing any support they might need to be autonomous, independent, and involved in their local community. Providers must have due regard to the protected characteristics as defined in the Equality Act 2010. CQC cannot prosecute providers for a breach of this regulation or of its parts, but we can take regulatory action." According to (Regulation 10: Dignity and respect | Care Quality Commission, 2020). Code of Conduct sets the standard of conduct expected of healthcare support workers and adult social care workers. It outlines the behaviours and attitudes that you should expect to experience from those workers signed up to the code. It helps them to provide safe, guaranteed care and support. The Code of Conduct is voluntary, but it is seen as a sign of best practice." (code of conduct, 2020)

In class, we learned that the Health and Care Professions Council set the standard of care that is acceptable and hold a register of quality assurance education and investigate any complaints. It is their responsibility to make sure the right care is provided at the correct standard by the Law. They aim to make sure the law is abided by and that all members of the public are protected from being misled into thinking that a person is a registered professional when they are not. The CQC visit to monitor, the act of care homes making sure clients are taken care of in the appropriate manner, and that the caregiver has up-to-date knowledge with training. From there they put all relevant information out there for the public.

Equality acts are there to protect people by the law and to be treated equally this act protects against being treated unfairly due to age, disability, gender reassignment, marriage or civil partnership, pregnancy, race, religion or belief, sex, or sexual orientation. If anyone is treated unfairly because of them, it is classified as "discrimination". In some cases, the Equality Act can also protect carers from being treated unfairly because of their association with the person they care for; this is called "discrimination by association" according to (Carers UK, 2021). These acts are extremely beneficial and are there to protect people like Mr and Mrs T who are quite vulnerable due to age and medical issues.

Analyses and evaluation for chosen organisation

The chosen department for Mr and Mrs T and to fulfil their request is to have home adaptations, along with a care plan from the GP where a carer will come to their home and do planned actions and care services according to the care plans. This may include administering medicines, help with personal care, and house chores. This plan will let Mrs T enjoy whatever she may have left of her independence and correct help and support will come for Mr T due to his progressive dementia and other chronic conditions the GP will also have plans of action for him. As they have always been very independent and able to care for one another, certain changes will affect them but saying that they need these changes for their health and wellbeing. Mrs. T realized that they needed help if they

were to carry on living independently. She was interested in information and support on how to better manage their life with help in areas with personal care, improving her mobility, domestic chores, and any social events that would help them live independently as long as possible.

Looking at Mrs T requests the information above provides some answers. The GP and hospital provide care plans on Dementia and what steps to take, it is more independent and for people who can move quite freely which would have been fine if Mrs T did not need help herself therefore this will not cover or meet Mrs T needs, also considering their age will they be able to remember all the steps? There are Care Services available to your home, where a carer will attend and meet your needs according to your care plan, do the domestic chores, help with personal care, and provide services that meet your medical needs e.g., physiotherapy, given medicine on time, etc.

Although this is available, we do not know if Mr and Mrs T can afford this service, they may be entitled to certain funds, but will it cover them enough is the question, also thinking about Mrs T's recovery from the hip operation as due to her age she may take longer to recover and need a lot more help than she realizes. If they can afford this service how well will they cope with the change is another question as Mr. T has Progressive Dementia how he will cope with new faces in his home trying to do his personal care and other chores it all may come with challenges.

Conclusion

Aging is a natural process the best we can do is make sure we are fit and healthy from a younger age this will have a great impact on our older age. My suggestions for Mr and Mrs T are to get the right support they need, depending on their circumstance and where they live, they may not get all their requests meet. This is disturbing as we all live in a country that understands and has all the correct policies and acts, but unfortunately not enough funds are available in each area to provide support. Systems should be improved to allow an early diagnosis to avoid the worst, Mr and Mrs T deserve a happy life and they should get all the support they need in the comfort of their own home; the care service is the best for them to be independent and live with dignity. I believe Mr and Mrs T are capable to live independently provided with the correct support, for now, however, they are getting older and normal chores will get more difficult, they may want to plan for their future.

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