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Table of Contents

Introduction	3
A summary of case study	4
Implementation of principles in health and social care practice in relevant context	5
Principles of health and social care	5
The policy and practice in health and social care	8
Evaluation of the impact of policy, legislation, regulation, codes of practice and standards on Green Acres Care Home policy and practice	9
Future aspects of practice and policies of health and social care	10
Conclusion	12
Reference	13

Introduction

Healthcare and social care are the services that belong to the core services of human life. It is a core of human rights for a citizen in any country. The healthcare system provides the facilities of health related problems or issues. Such as any kind of disease, medications, or operation service is needed. The healthcare system provides all the essentials. And all the activities in the healthcare system are called the healthcare practice. If we turn to the social care system, it provides the facilities of being socialised in social life or social events. And the activities under the social care system are called the social care practice. The healthcare practice and the social care practice are done by following some rules and regulations. They have a principle of working which makes the practice standard and smooth. In the case study, a situation of Mr. and Mrs. T is described in which they need healthcare and social care organisation to look after them. This report provides an organisation, such as NHS or national health service, department of health and social care and national institute of health and social care which can be used to the aid of Mr. and Mrs. T and also evaluates the regulation, legislation, rules, and policies of the organisation. At the last of the report, some future aspects of improving the healthcare and social care practice are discussed.

A summary of case study

The case shows a plot of two old people who are over 85 years old and they have been introduced as Mr. And Mrs. T. Mr. T has some critical health issues like dementia and other chronic conditions. They have been passing their days independently by helping each other until Mrs. T faced a hip operation recently. She has come back with a mobility frame and this brings crisis for them eventually. They are facing problems in fulfilling their daily life necessities independently. Now they are interested in health care practitioners who can look after them in this crisis. Green Acres Care Home with Nursing in Burmantofts, Leeds can help in the case of Mr. and Mrs. T. to take care of their health and social needs. This organisation will help to flow their daily life and they can soon be independent with the good care and then can help each other like before.

Implementation of principles in health and social care practice in relevant context

Mr. and Mrs. T are facing the crisis period of their elderly age especially after the hip operation of Mrs. T. Before that they were living with the help of each other and now Mrs. T is supported with the mobility frame. Now they are seeking the help of medical practitioner. The following discussion presents the principles of health and social care which is needed by Mr. and Mrs. T. The discussion also includes the implementation of the principles in health and social care practice according to the case description of Mr. and Mrs. T. This also describes how proper care and handling can bring them to a normal life. All of these are described on the basis of the health care organisations. The organisation must implement all the principles of health and social care practice while giving service to the users of service. Under any kind of circumstances the legislation, policies, and the code of practice should be maintained by the practitioners. Following a brief discussion will help to know about all of these.

Principles of health and social care

The healthcare organisations must follow and implement the guidelines. And especially the service providers and medical practitioners are directly connected to the patients. So, they must follow the guidelines while giving the treatment or the service. The principles of health and social care practice supports are:

- **Providing respect** – Respecting the wishes of the person who is in need of care is the main discussion of this point. Any kind of unnecessary personal decision cannot be pushed by the service provider. Their decision has to take by them with their own wish. This will help to increase their self-confidence and self-esteem. And the polite behaviour of the service provider makes them comfortable. Green Acres Care Home with Nursing has to provide such practitioners who will give proper respect to the service taker. Giving respect is the main key point of establishing belief between the service giver and the taker. Only then the service taker will fully disclose the problem freely. This will really help to improve the mental and physical strength of the patient or service taker (Benson and Grieve, 2016).
- **Providing dignity** – The service taker should get service from the providers without any kind of regardless process with proper terms of dignity like a respected person get (Higgins et al., 2019). It is applicable in the medication process and any kind of physical test. Green

Acres Care Home with Nursing has to provide its services by binding dignity for the patients. Such as Mrs. T is supported by the mobility frame after her hip operation and without this she becomes immobile. In this case, proper dignity had to show by the medical practitioner of the organization. The patient should not feel like a burden to them. Or any kind of inhuman behaviour is strictly prohibited in the medical process. Equal dignity is a must for all kinds of patients who are seeking medical care and medication and this should be verified by the medical care organisations and the authority (Herper and Dickson, 2019).

- **Providing proper impendence** – Most of the users of this service are at risk of being manipulated by others' decisions and plans (Abma et al., 2019). This principle represents the situation of prohibition in case of imposing any kinds of decisions to the service users by the service giver. Any kind of decision that belongs to their treatment and medical process should finally take by the patient. This principle also improves self-confidence or decision making power by taking own decisions. Health and medical condition can be improved in this way. If Mrs. T takes her own decisions from her own instincts, the situation will improve day by day. And soon she will be able to control her own life without any help from Mr. T.
- **Providing choice** – This principle represents the acceptance of the service user or acceptance of the patient in case of the way of caring. In which way the patient will feel comfortable or by which care service the service user will be satisfied it is always known to the patient or the service user (Liebler and McConnel, 2020). So the choice of the user or the care user must respect by the medical practitioners. The patient also can deny in case of forcing with any kind of practice. In Green Acres Care Home with Nursing Mrs. T can choose the way of caring and her decision must be respected by the service provider of the organisation. She can decide on any kind of service of the Green Acres Care Home. And the authority must allow it and respect the decision. What kind of medical treatment she is going to take, also depends on the choice of Mrs. T who is considered as a service user or a patient.
- **Providing privacy** – Privacy is the key right of every human in the world. In case of giving service to the patients, a space or space of privacy has to provide by the medical practitioners or the service givers. It is privacy that makes the patients or the service users share all the problems with the practitioners or the service providers comfortably (Olsen,

2017). The service provider has to give them space and should not interfere in the information which the patients do not want to discuss with. Mr. And Mrs. T must provide their private space or enough privacy which they do not want to share with the service providers. In this situation, they should respect their decision and give enough space for their personal privacy. Otherwise, any forceful step can lead to a blind end by ruining the self-esteem of Mr. And Mrs. T.

- **Providing individuality** – In the world every person carries his or her own individuality which makes them different from others (Jones et al., 2017). While giving treatment or medical help, the practitioners or the service providers have to keep in mind about the individuality of the service user or the patient. Everyone is unique from others. Everyone has his or her own taste of choice. The service providers have to respect the individual decision and uniqueness of the service users. So the service providers or the medical practitioners of Green Acres Care Home should respect the individuality or individual choices and uniqueness of Mr. and Mrs. T during treatment or medical services.
- **Providing rights** – This principle represents the equal right of service providers and service users. Both deserve equal rights and respect with proper behaviour. The service users have the proper right to take their own decisions, getting independence, privacy, dignity, and proper respect while taking medical treatment or service from the service providers or practitioners (Moss, 2017). In Green Acres Care Home, Mr. and Mrs. T have the right to choose the way of caring or the medical treatment. It is their right to take decisions of their own. They have also the right to get respect and dignity from the service providers or the organisation. They also have the right to choose the healthcare centre or institution for their medical treatment or service indeed. This principle describes these terms overall.

The policy and practice in health and social care

For the certain improvement and development, some policies, legislation, and code of practice are followed in the health and social care system. These policies confirm the best service by improving the situation continuously. These are given by the government or the higher health related organisations. The legislations are proposed by the government (Strehlenert, 2017). These regulate the behaviour of the service providers and the building committee of the organisation toward the service users. The policies and practices are:

- **Communication between service providers and users** – For understanding the needs of the service users, a small range and easy way of communication should be provided by the organisation (Heenan and Birrell, 2017). By this, the service providers can easily understand the required services of patients or service users. The service providers of Mrs. T and Mr. T can use the communication way to know more about their choice and needs. By knowing their needs the service providers or nurses can increase their skills of giving treatment or helping in social functions. This will ultimately increase the customer service of the Green Acres Care Home organisation.
- **Supportive mentality among service providers and users** – The service providers have to work in the service of the patients with a supportive mentality which will make their service magnificence and service users will become stratified (Heenan and Birrell, 2017). All the legislation and rules should maintain with a supportive mentality. Mr. T is handled with a supportive mentality which will help to improve the health and mental condition of Mr. T. And the same process can happen in case of Mrs. T if the supported mentality is maintained by the service providers of Green Acres Care Home. This will improve the immobility and bring the independence of Mrs. T indeed.
- **Monitoring and evaluation of the process and medication** – All the rules, regulations, legislation, and policies should be maintained under proper monitoring and evaluation for better service and practice (Rein, 2017). The importance of monitoring and evaluation is on the top. A practitioner has to monitor if the patient is well medicated or well cared for by the service provider or the nurse. And that is why the rules are made. The medical practitioner helps to take medication or select medication and the care practitioner should check either the medications are being taken properly. These steps should take by the Green

Acres Care Home organisation in case of Mrs. T. The evaluation will help to understand if the medications are working properly or not.

Evaluation of the impact of policy, legislation, regulation, codes of practice and standards on Green Acres Care Home policy and practice

The impact of policy, legislation, regulation, codes of practice has a remarkable effect on standards of Green Acres Care Home policy and practice. The policies and legislations provide different designs which are proposed by the government. So this will bring a reformation in the organisation works and standards.

And these rules and legislation will improve the overall service process such as good communication between service providers and users, the supportive mentality of the service holders, the privacy of the service users, rights of the service users, rights of service users, the dignity of the service users and so on. These processes will increase the standard of the organisation with good efficiency. By following this legislation, code of practice, policies, and regulations the Green Acres Care Home organisation can spread widely to give their services. Which will give a standard scale to the organisation and then according to the situation and patient demand they can generate their policies. Thus self-assurance can be gained from following the rules and regulations. This will eventually save from any kind of allegation in the future. Thus the policy, legislation, regulation, codes of practice work for increasing the standard of a company.

Future aspects of practice and policies of health and social care

Every important thing like rules and regulation needs improvement with the flow of time. The healthcare and social sector also need improvement in some rules and legislation according to the situation. Improvement in the skills of practitioners or service providers like nurses will help to control situations smoothly in the future. The case of Mr. and Mrs. T describes the situation in which they become helpless and face critical health conditions. They are in need of help from Green Acres Care Home organisation and if the overall process of helping is improved with some steps other persons or help seekers can be facilitated like Mr. and Mrs. T. Following discussion represents the improvement of the policy and practice which can make in future for better service in healthcare and social care –

- **Training of service providers** – Additional training can improve the skills of service providers according to the demand of the service users (Alanazi, 2017). This will bring a great change in the service process and also in the satisfaction of the service users. The medical practitioners and all the service providers have to take adequate training in their fields. As they sometimes monitor other criteria of the patients so other training should give them for the betterment of the service. This will fulfil the need and also the complex needs and quick solutions to the complex problems. So, this section will play a great role in the improvement of the healthcare and social care indeed.
- **Collaborative Working Atmosphere for service providers** – The organisations have to provide a collaborative environment in the home of the service providers or in the organisations for providing a good working atmosphere. For this, the service user has to cooperate with the organisation or the service providers. The service users have to know how to describe the complexity or the help they need from the helping organisation or from the service providers. Thus the working process will become easy and a good condition of working place can be created. The users and the providers of the healthcare or social service should cooperate with each other for this improvement in the future.
- **Timely Supervision of medication and improvement** – The importance of supervising the patients timely cannot be written in words. After medication, the effectiveness of medication to the particular patient should be checked timely or after some period of time by the service provider or the nurse (Curter, 2017). This helps to determine if the medicine is working or not. Otherwise, all the effort will ruin. It is necessary for the social care

system as healthcare system. The service provided by the organisation to improve the social existence is either working or not this should be supervised timely or after a certain period. Only then the healthcare and the social system will improve with great benefit for us.

Recommendation

Basically, there are two ways of improving the whole system. One is the human resource part of the process and the other is the bureaucratic part of the system. With better and more realistic training programs the human resource part can be more developed to a higher standard. On the other hand, introducing and managing a system where all the involved organisations can share resources and aims towards one thing and one thing only; which is focused towards benefiting the common people can ensure the lack of bureaucracy. Which will result in a faster, stronger and more efficient health care system. However, achieving this harmony over multiple organisations are a hard and complex task that even direct involvement of the government isn't enough some times. This improvement will be slow but never the less there must be constant improvement.

Conclusion

Healthcare and social care practice help us with the service of medication service and socialisation process. These sectors are responsible for treatment and social care. For these, the rules and regulations are followed by the organisations which provide healthcare and social care systems. Among these services, there have service providers like nurses, medical practitioners, and others. They should cooperate with the service users by showing dignity and respect to create comfortable situations. In a county, this is a crucial right of the citizens. As Mr. and Mrs. T are facing a critical medical situation in their elderly age, there are many other old citizens. For their improvement and betterment, some changes have to make in the healthcare and social care practice. These are described with a brief discussion on this report which will make the practice more quick and available with the policy, legislation, regulation, codes of practice of the healthcare and the social care system.

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