

The background features stylized human figures in green, teal, and blue, and a pink stroller on the left. A dark grey rectangular box is centered over the figures, containing the title and subtitle text.

INTRODUCTION TO HEALTH AND SOCIAL CARE

PRINCIPLES OF CARE

PRINCIPLES OF CARE



- Underpin the work of everyone in health, social care and early years services.
- Influence the working practices of care workers in providing quality care.
- All care workers should follow the principles of care when working with individuals, to make sure they all receive the correct care they need.
- The principles of care help to protect both clients and care workers.

WHAT ARE THE PRINCIPLES OF CARE?



PRINCIPLES OF CARE



1. Promoting effective communication and relationships
2. Promoting anti-discriminatory practice (including policies and codes of practice)
3. Maintaining confidentiality of information
4. Promoting and supporting individuals' rights to dignity, independence, empowerment, choice and safety.
5. Acknowledging individuals' personal beliefs and identity and respecting diversity
6. Protecting individuals from abuse
7. Providing individualised care

I. PROMOTING EFFECTIVE COMMUNICATION AND RELATIONSHIPS

- Effective communication in care work is needed in order to ensure quality care is provided to improve the quality of people's lives by addressing a range of needs.
- Through effective communication care workers can develop relationships with individuals in their care which will assist the caring process.
- Some clients may
 - Speak different languages
 - Can have hearing loss or limited vision
 - May find it difficult to speak
 - May have limited understanding.



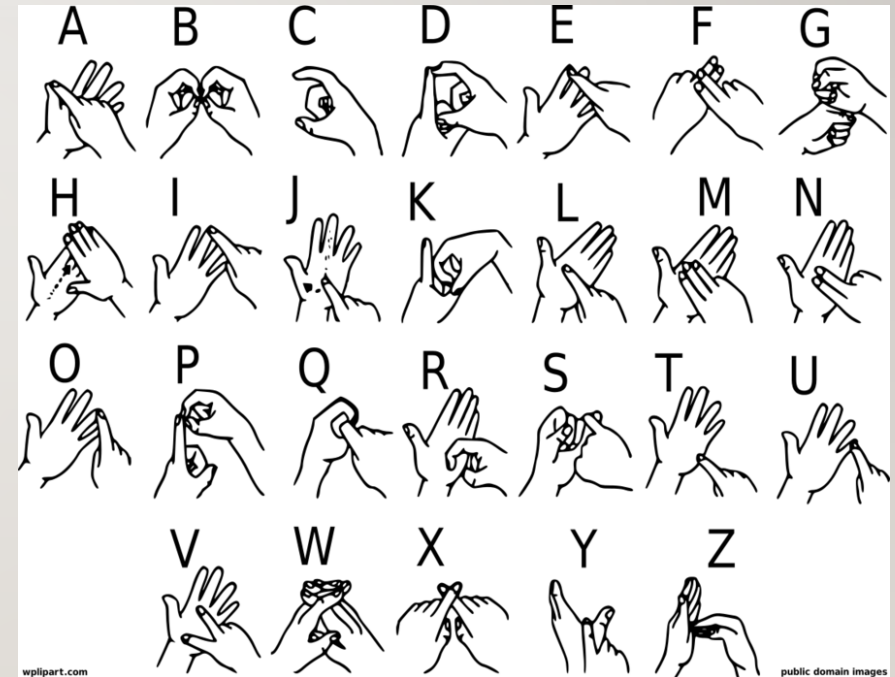
I. PROMOTING EFFECTIVE COMMUNICATION AND RELATIONSHIPS

- Some people may have difficulty communicating with care workers; this is a barrier, which needs to be overcome.
- Care workers need to be aware of a variety of ways of communicating with others, to ensure that the service users receive the correct care and treatment that they require.
- What other ways can care workers communicate with those who have difficulty?



OTHER WAYS OF COMMUNICATING MAY BE:

- Learning new languages
- Using an interpreter or advocate.
- Lip reading
- Sign Language
- Makaton
- Use of pictures.
- Written communication.

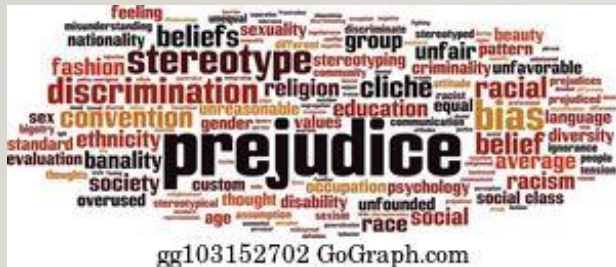


2. PROMOTING ANTI-DISCRIMINATORY PRACTICE

- Discrimination means that certain individuals are treated less favourably than others because of a personal characteristic they may have.
- Discrimination may be direct or indirect and can include, racist and sexist jokes, isolating clients with mental health problems, avoiding looking at someone, ignoring the needs of someone with HIV, excluding certain residents from activities.

CERTAIN GROUPS ARE LIKELY TO EXPERIENCE DISCRIMINATION.THESE INCLUDE:

- People with learning difficulties
- Older people
- People with physical disabilities
- People with mental health problems
- Women
- Minority ethnic groups
- Minority religious groups
- Gay men and lesbians



TO PROMOTE ANTI-DISCRIMINATORY PRACTICE, HEALTH AND SOCIAL CARE ORGANISATIONS SHOULD:

- Abide by Codes of Practice.
- Develop policies and implement them (Making sure they are followed and used).
- Give staff training in promoting better care to all individuals.
- Have a complaints procedure so that service users can seek redress.
- Follow legislation which supports anti-discriminatory practice.

CHARTERS



- In health and social care the rights of individuals are often stated in charters.
- Some GP practices have established their own practice charters which describe the standards of services a patient can expect and the arrangements for certain services, for example, repeat prescriptions.
- A practice charter may be displayed in the surgery premises.

CODE OF PRACTICE



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- A **Code of Practice** is a document that outlines an agreed way of working and dealing with specified situations.
 - Codes of practice aim to reflect and set a standard for good practice in care settings.
 - A number of codes of practice have been developed for care workers such as registered nurses, occupational and physiotherapists, social workers and nursery staff.
 - Codes of practice establish the general principles and standards for care workers and should always refer to equality of opportunity.

POLICIES



- A **policy** is different to a code of practice in that it tells care workers how they should do specific things in particular care settings.
- A code of practice for registered nurses applies to all registered nurses working in health and care settings.
- A policy for dealing with a missing patient for example, will tell a registered nurse working in a particular setting, where the policy applies, how to deal with this situation.
- Policies should also promote equal treatment and equality of opportunity for everyone likely to be affected by them.

SOME EXAMPLES OF POLICIES MIGHT BE:

- Health and safety
- Equal opportunities
- Confidentiality
- Admissions
- Complaints policies and procedures



POLICIES



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- Such policies are used so that staff know what procedures to follow e.g.
 - in a health centre the receptionist will have certain procedures to follow when making appointments.
 - in a nursery or school staff and pupils have procedures to follow regarding marking registers, discipline, school uniform etc.
 - in a hospital nurses have procedures to follow when admitting patients.

LEGISLATION

- These are legal requirements which support individuals' rights and include:
- Disability Discrimination Act 1995
- Race Relations Act 1976
- Mental Health Act 1983
- Sex Discrimination Act 1975
- Equality Act 2010



3. MAINTAINING CONFIDENTIALITY OF INFORMATION

- Confidentiality is about keeping information private when necessary. This includes written records computer records and verbal information.
- A health and social care worker will know a great deal about the person they are looking after. It is essential that the information is kept confidential and not passed on without the individual's permission.
- Some information may have to be passed on from one care worker to another, from a nurse to a doctor, but this must be done with the individual's permission. The death of a patient does not give you the right to break confidentiality.
- Confidentiality can only be broken in exceptional circumstances – if the individual is at risk or if the public is at risk.

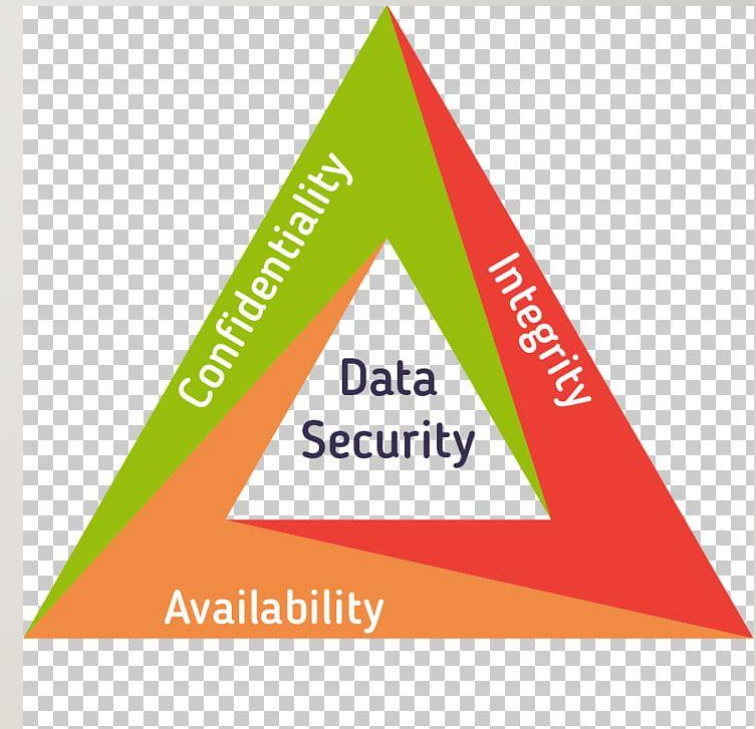
MAINTAINING CONFIDENTIALITY

- Confidentiality can be maintained by:
- Storing all records and sensitive material in locked filing cabinets or password protected computers.
- Carrying out consultations in a private room.
- Not gossiping about patients outside the care setting.



LEGISLATION RELATING TO CONFIDENTIALITY

- Legislation to support this includes:
- The Data Protection Act 1994, 2018
- Access to Personal Files Act 1987
- Access to Health Care Records Act 1990
- General Data Protection Regulation 2018



IMPORTANCE OF CONFIDENTIALITY

- Why is it important to *maintain confidentiality* to ensure individuals receive effective care?



4. PROMOTING INDIVIDUALS' RIGHTS TO DIGNITY, INDEPENDENCE, CHOICE AND SAFETY

- This links with 'promoting anti-discriminatory practice'.
- What do we mean by the term 'Rights'?
- Rights can be covered by laws e.g. the right to drive a car at 18, the right to vote or get married, the right to go to school.
- Rights can also be seen as natural or universal rights – the right to work, the right to have children, the right to make choices about what to do in your daily life.



LEGISLATION TO SUPPORT INDIVIDUALS' RIGHTS INCLUDE

- The Human Rights Act 1998
- The Children Act 1989, 2004
- Health and Safety at Work Act 1973
- NHS and Community Care Act 1990
- Equality Act 2010



WITHIN CARE SETTING INDIVIDUALS HAVE A NUMBER OF RIGHTS

- **The right to dignity** - meaning that individuals have a right to preserve their privacy, with particular reference to hygiene, feeding etc, e.g. in a residential home a individual should be bathed with the bathroom door closed, if they cannot drink properly from a cup then special cups should be provided or the necessary support provided; in a hospital curtains should be drawn around the bed whilst receiving treatment or having a bed bath,
- The right to dignity also refers to the way an individual is spoken to – not demeaning them in any way by calling them names such as darling or love or by speaking to them in a condescending manner.



WITHIN CARE SETTING INDIVIDUALS HAVE A NUMBER OF RIGHTS

- **The right to choice:** Individuals should be included in decision-making regarding their care – what food they want to eat, what treatments they wish to have. Giving the individual the information they need to make informed choices is essential.
- **The right to independence:** Individuals should be allowed and encouraged to do as much for themselves as possible, if the care staff do everything for them, they may feel useless and not try to do things for themselves and become dependent on staff or carers for everything.



WITHIN CARE SETTING INDIVIDUALS HAVE A NUMBER OF RIGHTS

- **The right to empowerment:** Individuals should be provided with the necessary support to be able to do things for themselves, this could be:
- provision of aids and adaptations, training or occupational therapy to enable them to do things for themselves to maintain their right to independence.
- provision of information so that individuals have the knowledge and understanding to make their own decisions or choices.

WITHIN CARE SETTING INDIVIDUALS HAVE A NUMBER OF RIGHTS

- **The right to safety:**
Care workers must do everything possible to protect individuals from harm.



5. ACKNOWLEDGING INDIVIDUALS' PERSONAL BELIEFS AND IDENTITY AND RESPECTING DIVERSITY

- Acknowledging individuals' personal beliefs and identity means that care workers should try to communicate that they accept the person for who they are and what they believe in.
- Care workers may not always share the beliefs and lifestyle of the people they care for but should still show that they accept individuals' individuality.



RESPECTING DIVERSITY

- Example 1 - if you care for people who have different religious beliefs and practices to your own, they should be given the opportunity to practice their faith and celebrate their religious festivals at times when this is important to them.
- Example 2 – a vegetarian should be offered an alternative to meat at mealtimes.
- Example 3 – a smoker should be allowed to go outside to smoke.

RESPECTING DIVERSITY

- Example 4 – an individual should be permitted to dress in a way that suits them.
- Example 5 – if an individual's religion says they must not show their hair/body/legs then the clothing worn must respect this e.g. school/work uniform.

6. PROTECTING INDIVIDUALS FROM ABUSE

- Abuse can be defined as deliberate and intended to harm another person or a way of treating them which may cause them harm.
- Abuse can be:
- **Physical:** punching, kicking, slapping or restraining people. It could also include handling people roughly when helping with bathing, moving individuals or toileting.
- **Sexual:** this could include touching or other acts against the person without consent.
- **Psychological:** humiliating or harassing an individual, bullying or shouting at someone.
- **Financial:** theft of money or possessions, or fraud. Keeping control of someone's money. Putting pressure on someone to leave them money.
- **Neglect:** depriving someone of the care they need e.g. food, warmth, comfort or medical assistance.

6. PROTECTING INDIVIDUALS FROM ABUSE

- Those who are likely to be at risk of abuse include:
 - Children
 - Individuals with mental health problems
 - Individuals with learning disabilities
 - Individuals with physical disabilities
 - Older individuals
- This can be because of the problems they have or because they are less powerful and can be easily influenced by unscrupulous people – these could be parents and other relatives; care workers and other professionals or other individuals.



6. PROTECTING INDIVIDUALS FROM ABUSE

- Protecting individuals from potential abuse is something that all care workers should feel is important.
- Care workers should assess the relationships service users have with other people for any signs of abuse and should act to prevent or stop it happening
- Individuals can be protected from abuse by:
 - Raising awareness of possible problems.
 - Noting and recording signs of possible abuse.
 - Reporting incidents to the appropriate person/organisation.
 - Training staff so they are aware of the procedures to follow.

7. PROVIDING INDIVIDUALISED CARE

- Care workers often provide care for people who have similar problems and needs. However, rather than **treating everyone the same** they should provide care that **meets each person's individual needs**.
- To do this each individual needs to be assessed to find out their particular needs, taking into account personal beliefs and preferences.
- In medical settings individuals receive the treatment/medication they require for specific health conditions, e.g. some individuals may require pain relief while others may require antibiotics to cure infections, a diabetic may require insulin while others would not.

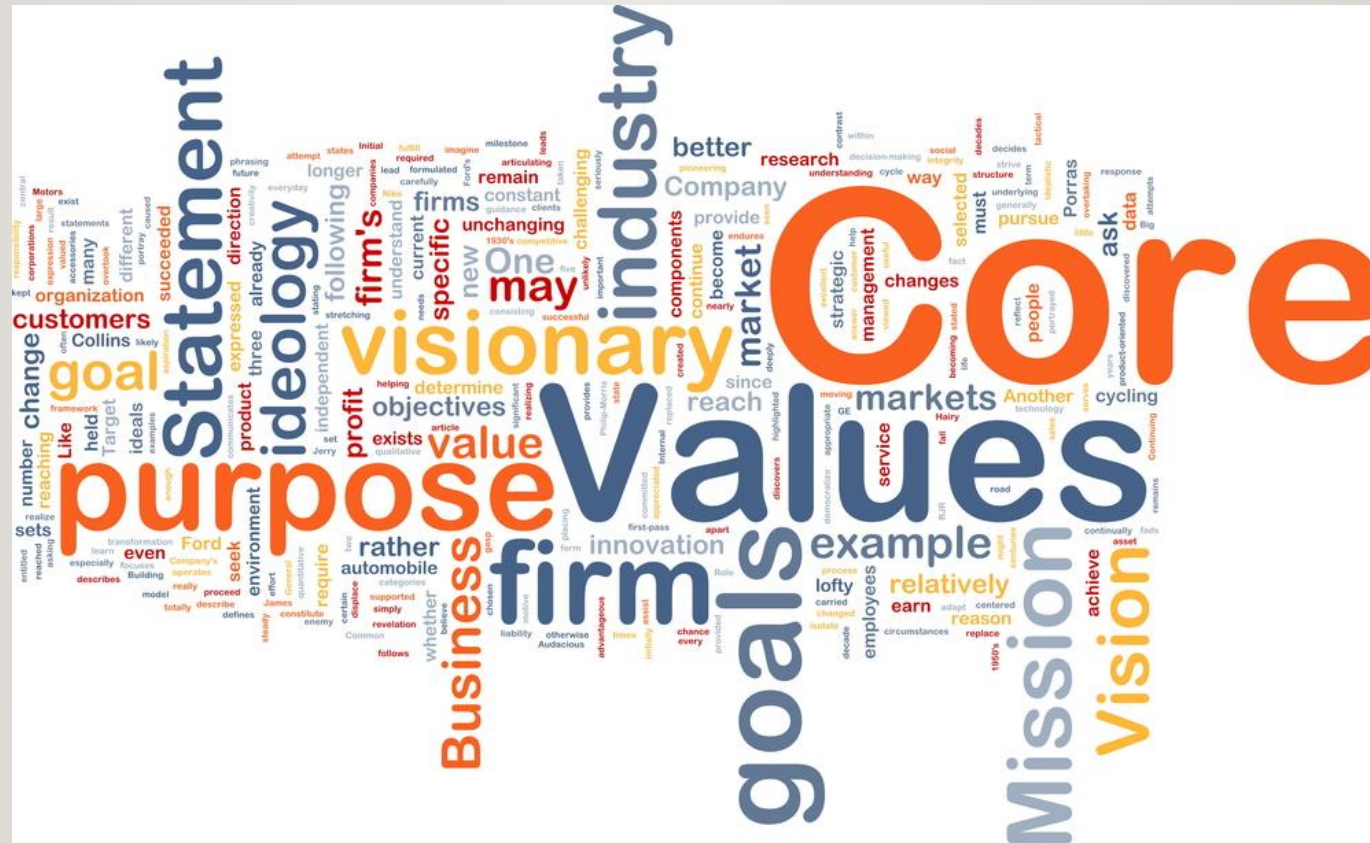
ASSESSMENT OF NEEDS

- In social care an individual's needs are usually assessed by a social worker, an occupational therapist or a GP.
- After an assessment a care plan will be drawn up with the individual.
- Some individuals may require input from several care workers to assist with bathing, dressing, feeding and mobility as well as provision of aids and adaptations while others may require support for only one need such as the provision of a stair lift to get up and down stairs.



PUTTING CARE VALUES INTO PRACTICE

SUMMARY



ONLINE ACTIVITIES

- In the Module on Moodle, complete the 3 activities –
- Promoting Individual Rights Activity
- Care Values Quiz.



FURTHER READING

- Carers UK (2014) *Care Standards and CQC*. Available at: https://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/care-standards-and-cqc?gclid=EAlalQobChMIosDkxOO27AIVBrDtChIeBwnFEAAYAiAAEgJrEPD_BwE
Accessed 15th October 2020
- Skills for Care (2013) *Introduction to the seven common core principles to support dignity in adult social care*. Available at: <https://ccpdignity.co.uk/downloads/introduction.pdf>
Accessed 15th October 2020