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Module name: Principles of Health and Social Care Practice

Component: 1

Module code: BMHP5016

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Task 1:

Health and Social care within the UK are set on core principles, such as person-centred care, working in partnership and ethics. This report will explore what these principles are and how they are applied to a real practice.

Without these principles is difficult to deliver a quality care. They are connected between each other and cannot be separated. For example, person-centred care focuses on patients needs and background, meanwhile partnership ensures a collaboration between services, and lastly ethical principles, legislation and guidelines overlook them and ensuring that essential care is being delivered accordingly.

Person-centred care has been inspired from Maslow's Hierarchy of Needs (Maslow, 1954). His theory outlines five key levels of human motivational needs related to growth and security - physiological needs, safety, love and belonging, esteem and self actualisation.

These needs are the foundation of a successful Person-centred care. As a healthcare professional, must take the patient's beliefs, needs or preferences, history and background taken into consideration. By considering these factors, care can be adapted to meet the specific needs of the individual, it creates a better care plan, patient is more responsive to the treatment, and creating better outcomes. (NHS) Mainly, the person- centred care ensures, the patient is treated with dignity, respect and consideration. According to Care Quality Commission, 2024 regulation, providers need to make work in collaboration with patients, when making any adjustments to their care plan or discussing any changes. However, if the patient is not able to make any conscious decisions, they have to ensure they contact a person who is their next of kin, is being present and involved of making any decisions on their care and management.

Meanwhile, the person-centred care is crucial, it is also important to work in partnership with, other healthcare teams, local authorities, councils, to promote a better health outcome and ensuring patient protection. Integrated care systems are important as it leads to better outcome. Under the Care Act 2014, section 6, local authorities are required to cooperate between all the acting parties to bring the best care outcome. This approach ensures, patients receive best support available. As an example, GP and social worker can ensure the patient receives medical and social support.

Lastly, in addition to person- centred care and working in partnership, ethical principles of care play an important role of delivering care. Ethical principles ensure, the care is delivered in a safe, respectful and fair manner, moreover and minimises harm. (Varkey, 2021).

Moreover, it is important to maintain integrity when providing care and supporting individuals. The Health and Care Professions Council states that healthcare professionals must act with honesty and uphold professional standards, including, respecting individuals, asking for consent, maintaining appropriate boundaries, and working within the limits of the knowledge

and competence. In addition, professionals are expected to be honest, even when this involves raising concerns or whistleblowing to protect patients.

(HCPC)

These key principles play a crucial part on delivering the best care possible for the patients. Effective care cannot be achieved without applying these principles, as they are connected and supported one another in practice. Together they aim to promote a positive health outcomes for the patients and involving them as much as possible within their health journey. Ultimately, this ensures, patients are treated with care and utmost dignity, putting them into the centre of their care. (Care Act 2014)



Maslow's hierarchy of needs

Hopper, E. (2024). *Maslow's Hierarchy of Needs Explained*.

Task 2:

A case study from the NHS demonstrates how the application of person-centred care, partnership working, and ethical principles can improve health outcomes. The case involves a woman living with Chronic Obstructive Pulmonary Disease (COPD), whose condition negatively impacted her ability to engage in daily activities. Although support was offered by a physiotherapist, the individual felt overwhelmed by treatment options and struggled to follow medical advice, resulting in frequent hospital admissions.

To better understand how to support the individual, a Patient Activation Measure (PAM) assessment was carried out. This tool evaluates a person's knowledge, skills, and confidence in managing their own health. (Kearns et al., 2020). The results indicated low confidence and limited understanding of how to manage the condition independently.

Through a partnership approach, the healthcare team, including the physiotherapist and a member from a therapy team worked collaboratively with her, to identify key barriers to engagement, and management of the disease. Regular meetings, at her home once a week, provided a supportive environment where she felt comfortable discussing her difficulties. It was identified that an additional underlying health condition- Chron's disease.

Uncontrollable bowel movements. It made leaving the house challenging, which contributed to the missed appointments and staying at home.

As a result, a personalised care plan was developed, involving both the therapy team in her home, and the GP, to address issues with the Chron's. and improve the management of both conditions.

Through the correct action plan, specifically curated to her. This approach led to significant improvements, including increased confidence, better attendance at scheduled appointments, and reduced hospital admissions. It also allowed her to regain

independence and engage in activities, such as going Christmas shopping, with her daughter, and attending pulmonary rehabilitation in a community setting.

This example demonstrates how person-centred care can be applied by assessing the individual's knowledge and skills and supporting them to build confidence in managing their condition. It also highlights the importance of partnership working, as multiple professionals collaborated to deliver coordinated care. Furthermore, this approach aligns with the Maslow's Hierarchy of Needs (1954), as it promotes both a sense of security and personal development, enabling the individual to become more independent and actively involved in their care.

Moreover, this case study reflects the principles of partnership and integrated care.

This approach enabled her to feel supported and comfortable in discussing additional difficulties, allowing professionals understand better and address her needs. Which is exactly what the guidelines suggest.

Lastly, it showed a way how an ethical approach and following the implemented guidelines, such as upholding to the professionalism, respecting her autonomy and dignity was involved in decision making. (Care Act 2014)

After several months she took the PAM test again, and now it showed 40% improvement, which again leads again of a successful use of the three principles.

Task 3:

Within this self-reflective task I am using Gibbs reflective method.

This reflection is based on a case study, involving an individual with a Chronic Obstructive Pulmonary Disease, who struggled with managing their disease, leading to missing appointments and repeated hospital admissions. Through the use of PAM (patient activation measure) assessment and regular meetings with healthcare professionals, it appeared there is another underlying disease. A personalised care plan was developed to support the patient in managing her condition more effectively.

Initially, I felt the patients lack of engagement and interest was due to the lack of knowledge about managing their own symptoms. However, after analysing the text and reading further, I realised when there was another underlying condition affecting her behaviour, I changed my perspective. This made me more aware of not judging patients, before I have the full knowledge. And as well taking into consideration their individual consequences. I felt the approach of the healthcare team was effective and compassionate, as it focused on supporting her, instead of blaming her. After this case study, as a future health practitioner, will take things into consideration and make a similar approach on treating my patients. It

also made me understand more emphatically about the challenges that individuals with long term conditions may face.

One of the main strengths of this approach within this case, it showed a person-centred care in action. This allowed healthcare practitioners to identify and address her specific needs and barriers. By involving her in discussions about her care, they were able to gain a better trust and encourage engagement. This as well shows a great partnership working between the therapy teams and GP and her, showed that integrated care was collaborative, coordinated and responsive. This approach showed a holistic understanding in her situation and resulted in a more effective care plan.

However this case as well portrayed, that perhaps the underlying condition would be diagnosed sooner, she would have reduced hospital admissions and the engagement would be managed sooner.

This case clearly shows a person-centred care, partnership working and ethical principles in practice. How without one, can not have the other. Person-centred care was evident through patients specific needs, preferences, and adjustments. By using PAM, healthcare professionals, were able to assess her confidence managing her own disease. Which led to a team adjusting the personal care plan. As well making her comfortable, having therapy assessment session within her own home. And eventually another condition was found. Working in partnership played another big role, there was not only she and physiologist, but as well a member of therapy team and a GP. The partnership working between all three specialists ensured, that the best care was coordinated and all aspects her health was taken into the consideration. This reflects the importance of integrated care. Which is as well part of the Care Act 2014, section 10, which was mentioned above. Ethical principles were also taken into consideration, her autonomy was respected.

In conclusion, this case showed that individualistic approach has been taken, it is the most effective case of action. Understanding her underlying barriers, which were affecting her and understanding them, is an essential of delivering care. Integration of person-centred care, partnership working and following ethical principles, which are the available legislative guidelines, can significantly improve health outcomes and patient engagement.

This case study reinforced to remember, not focusing only on the condition, but as well as to the patient.

In my future practice, as a healthcare professional, I will develop active listening skills to strengthen my person-centred approach and will take time to understand individuals' circumstances before making any judgements. I will also ensure that I work in partnership with other healthcare teams to make sure patients receive the best possible care. Moreover, I will ensure that all patients have autonomy in their choices and preferred treatment options, where capacity allows. I will also follow all relevant regulations and legislation to ensure that I work within the limits of my knowledge while respecting individuals' dignity.

Conclusion

In conclusion this report has explored the importance of person- centred care, working in partnership and ethics within health and social care setting. Why is it important to implement these principles in practise. It as well shows how these practices are connected together and are essential of providing a high quality care.

Through the use of case study it shows that though the use of these principles, can significantly improve the patient health outcome, improve engagement and promote healthy independence.

Overall integration of these principles leads to more effective care delivery, improved wellbeing and a better use of healthcare services. Therefore it is important to apply these approaches in practice to archive the best possible outcomes for the patients.

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