



Knowledge Organiser - Year 12 HSC

UNIT 7: Principles of Safe Practice in Health and Social Care

DUTY OF CARE

Duty of care is a legal obligation to protect wellbeing and prevent harm this can be met by the following:

Staff in health and social care settings have a legal obligation to always act in the best interests of the service user.

Staff should protect individuals experiencing abuse or neglect by reporting any incidents they are aware or suspect.

Ensuring safe practice is ensuring that policies and procedures are followed for the benefit of the service user, the organisation and the employee.

Staff in health and social care settings follow a 'code of conduct' on how to behave in an appropriate way to maintain the quality of care and wellbeing of service users.

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UPHOLDING BEST INTERESTS OF INDIVIDUALS

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- Staff in health and social care settings have a legal obligation to always act in the best interests of the service user.
- Staff should always know their competency limits and not take on any tasks that they cannot perform safely.
- Staff should promote the interests of individuals experiencing abuse or neglect.
- The safety of service users must come before any personal or professional loyalties at all times. As soon as you become aware of a situation that puts a service user in danger, you should discuss the matter with a senior colleague or another appropriate person.

BALANCING THE RIGHTS WITH RISKS

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- Due to the complex, multicultural society in which we live, rights and risks may be interpreted differently.
- Individual choices sometimes affect other people either positively or negatively.
- Healthcare professionals have the right to challenge a decision but unless the individual is under the Mental Health Act, Staff can only provided constructive criticism in the best interest of the service user.

COMPLAINTS PROCEDURES

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- If you've experienced or seen poor care, you have a right to feed back or complain to the organisation that provided or paid for the care.
- An investigation will then be arranged by the governing body of the organisation to determine how the case is best solved.
- The Care Quality Commission (CQC) is the independent regulator for Health and Social care in England.
- They have a duty to investigate complaints and ensure that all care providers are working with policies and procedures to ensure good quality care provision in England.

WHY ARE COMPLAINTS MADE?

- Complaints may be made for a variety of reasons such as:
- Service users not having their needs met;
 - Care workers behaviour or attitude;
 - Discrimination;
 - Cost of the service;
 - Abuse or neglect.

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LEGAL PROCEEDINGS

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- Legal proceedings can be taken against a healthcare worker if they have caused harm to a service user.
- A criminal investigation would be held by Police to determine if a criminal charge can be held against the suspect.

CLINICAL NEGLIGENCE

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- Clinical negligence (often called medical negligence) is concerned with claims against doctors and other healthcare professionals and their employers.
- If you've been injured as a result of negligent medical treatment, you may be able to take legal action for compensation.
- You could also take legal action for compensation if you're the next of kin of someone who has died because of negligent medical treatment or who can't take legal action themselves because they don't have capacity.

USING COMPLAINTS TO IMPROVE THE QUALITY OF PROVISION

- Complaints highlight areas that can be improved upon.
- Service users are entitled to high quality care and opportunities for improvements can be easily identified by all complaints.
- If a particular service keeps getting similar complaints, they can adopt new policies and procedures to improve the service.

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TYPES OF ABUSE

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NEGLECT

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- Neglect is a common form of abuse seen in the health and social care sector because often professionals do not neglect a service user with intent.
- To neglect a service user, a health care professional will fail to meet their basic needs to keep them healthy and promote their wellbeing.
- Neglect may also be a failure to provide adequate medical care.
- Failing to provide someone with their privacy or dignity is also a type of neglect.

- Physical abuse → It can include smacking, punching, burning, biting, force feeding and using medication incorrectly.
- Psychological abuse → Psychological abuse is when someone does something to cause a psychological trauma.
- Sexual abuse → Sexual abuse is any form of sexual activity being carried out towards a person when they do not desire to participate.
- Financial abuse → Financial abuse is a type of theft where an individual defrauds or steals the property or money of individuals. This can include theft, fraud or exploitation
- Domestic abuse → Domestic abuse is an umbrella term for lots of different types of abuse that occur within these contexts including physical, emotional, sexual and financial abuse.

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How do we use Knowledge Organisers in HSC

How can you use knowledge organisers at home to help us?

- **Retrieval Practice:** Read over a section of the knowledge organiser, cover it up and then write down everything you can remember. Repeat until you remember everything.
- write an answer. Ask someone to test you by asking a question and seeing if you know the answer.
- **Mind Maps:** Turn the information from the knowledge organiser into a mind map. Then reread the mind map and on a piece of paper half the size try and recreate the key phrases of the mind map from memory.

How will we use knowledge organisers in HSC?

- **Test:** We will do regular low stakes tests to check your ability to retrieve information from memory.
- **Mark our answers:** Once you have done a low stake test you can mark your work using the knowledge organiser.

<u>ASSESSMENT</u>	<u>SECTION ON KNOWLEDGE ORGANISER</u>	<u>MET/NOT MET</u>	<u>DATE</u>
A.P1 Explain the implications of a duty of care in a selected health or social care setting.			
AP.2 Discuss ways in which complaints and appeals procedures address failure in a duty of care in a selected health or social care setting.			
B.P3 Describe the types and signs of abuse and neglect that may be experienced by different individuals.			
B.P4 Explain the factors that may contribute to and reduce the likelihood of abuse and neglect for service users in health and social care.			
A.M1 Assess the importance of balancing individual rights with a duty of care in a selected health or social care setting.			
B.M2 Assess the importance of recognising and responding to evidence or concerns about different types of abuse and neglect in health and social care.			
A.D1 Evaluate the significance of a duty of care and complaints procedures in promoting safe practice in a selected health or social care setting.			
B.D2 Justify procedures for responding to concerns about abuse and neglect in the selected health or social care setting.			