

Health and social care year 10: Component 2

Complete the tasks set out below, use the textbook to help you with key terms.

Ensure you save your work send it to k.joyce@alleynes.staffs.sch.uk

Name _____

PRINCIPLES OF CARE

Job Role 1 _____

Principle of Care	Care Action which demonstrates this	Link to code of practice or policy
<p>EXAMPLE!! Promoting Anti-Discriminatory Practice Definition (max 2 sentences)</p>	<p>If someone is disabled and they can't get to the room that their appointment is in the practice nurse will have to move the appointment to a different room so that the client will still be able to access the same care as someone who is not disabled.</p>	<p>The nursing and midwifery council's code of practice says that nurses should treat people as individuals "you must not discriminate in any way against those in your care"</p>
<p>Promoting anti-discriminatory practice</p>		
<p>Maintaining confidentiality</p>		

Promoting and supporting individual's right to: Dignity – Independence – Health and Safety –		
Acknowledging individuals' personal beliefs and identity		
Protecting individuals from abuse		

Promoting effective communication and relationships		
Providing Individualised Care		

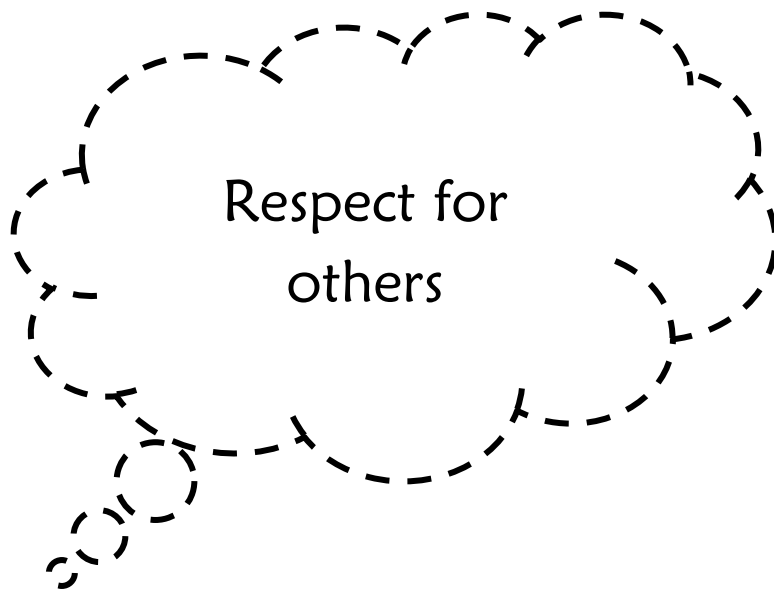
PRINCIPLES OF CARE

24 Hours in A&E

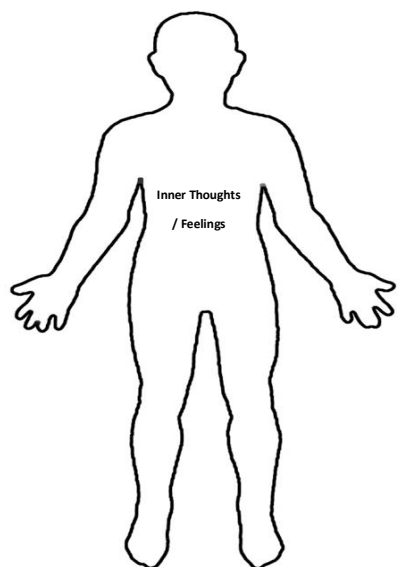
Using the 24 hours in A&E clip can you apply your learning of the principles of care to a care action that demonstrates each of the different principles. Not all principles will be applied.

Principle of Care	Care Action which demonstrates this
Promoting anti-discriminatory practice	
Maintaining confidentiality	
Promoting and supporting individual's right to: Dignity – Independence – Health and Safety –	
Acknowledging individuals' personal beliefs and identity	
Protecting individuals from abuse	
Promoting effective communication and relationships	
Providing Individualised Care	

- define “respect”
- explain how service users are treated with respect
- create a poster about respect in the health and social care sector



Jennifer is 14 years old. She goes to her GP for contraceptive pills. The GP mentions this to his wife when he gets home. The GP's wife is good friends with Jennifer's mum. The GP's wife tells Jennifer's mum next time she sees her.....



1. What should have happened in this situation to maintain confidentiality and why?

2. What has the GP done and put Jennifer at risk of here?

A woman with a stab wound arrives at the hospital casualty department. She won't give his name and asks the nurse not to phone the police. She says that she will leave if she does. She is bleeding heavily.

1. What information would be classed as confidential here?

2. Should she ring the police and why?

3. How should she store / record his personal information?

BBC Panorama: What do you think if this was your mam?

Video Research.

Watch the video and answer the questions below

1. When can dignity be promoted?

2. Why is personal care and hygiene important?

3. How can care workers support service users?

4. How does ensuring good hygiene of people and the environment they live in help to preserve dignity?

5. How does including service users in day to day living preserve dignity?

6. What are the key learning points from the video?

Case Study Joan



Joan is 75 and lives in her own home alone as her husband died five years ago. She has two sons who both live over an hour away but are busy with careers and their own families so struggle to visit on a regular basis.

She has chronic lung disease, is diabetic and has limited mobility due to rheumatoid arthritis. This means she struggles walking and uses a zimmer but does not go far alone as she has lost confidence to go out on her own.

She has carers who visit to help with meal preparation and personal hygiene. She has been in hospital recently as she was ill with her diabetes that recently has not been under control.

Sadly she has developed bed sores on her feet and needs to have them dressed by the district nurse alternate days. Her diabetic nurse visits as well currently to try and support her to get her medication and diet on track.

Next week she has the optician visiting and the dentist. Her son can work flexible hours so he can be there with her for those visits. Due to her poorly feet she has a chiropodist too who comes weekly.

She does like to go to a neighbours for coffee some morning so she likes appointments to be in the afternoon. The post box and corner shop are less than 100 m from her house so she does in good weather go and buy a magazine or newspaper sometimes but that is as far as she gets these days.

She does get confused by all the different practitioners who visit and annoyed if the carer is late to get her up or bring her meals.

Your task: Design a poster to remind workers visiting about how the person in the case study should be cared for in a compassionate way. Include key words from the textbook.

- ▶ Compassion – aware of needs of others and desire to help them
- ▶ Caring – Looking after others and providing for their needs
- ▶ Kind – Friendly, generous and kind hearted nature

- Choose a health and social care setting from the list provided
- Produce an informative leaflet that clearly explains what the care values are and how they are put into practice in the care setting you have chosen



How Could You Say It Better?

Giving Feedback

Read the following examples of giving feedback in the work environment below. Consider whether you think it is positive or negative and state how you could say it better.

Feedback Examples	✓ Positive or X Negative	How could you say it better?
<i>“Bill (GP), I just noticed you exceeded your target goal last month of the number of patients you saw. This month’s goal will be increased 20%”.</i>		
<i>“Nancy, you snapped at Amy in last week’s meeting. You need to control your temper.”</i>		
<i>“Matt, congratulations, I’m promoting you!”</i>		
<i>“Tom (Team Leader of carers), Carly and Jeff have complained to me about your being too harsh with them. What’s going on with that? Is this true? (Care Home Manager)”</i>		
(Stretch & Challenge) Can you give your own example of negative and positive feedback in HSC)		