

Thursday 18th April 2013

Release Date: 24/04/2013 23:33

Assignment task – SHC 24

Introduction to duty of care in health, social care or children's and young people's settings.

As a new member of staff, as part of your induction you have been asked to provide a resource folder about 'Duty of care'

You will need to put evidence into the folder that shows that you can :

- Define the term 'duty of care'
- Describe how the duty of care affects own work role.
- Describe dilemmas that may arise between the duty of care and individual's rights.
- Explain where to get additional support and advice about how to resolve such dilemmas.
- Make sure that your folder also contains evidence to show that you can :

- Describe how to respond to complaints.
- Identify the main points of the agreed procedures for handling complaints.

① → Define the term 'duty of care'

Definition:

All health and social care workers, professionals **MUST ACT** in the **BEST INTEREST** of the people they support.

They have to keep people safe from harm and exploitation.

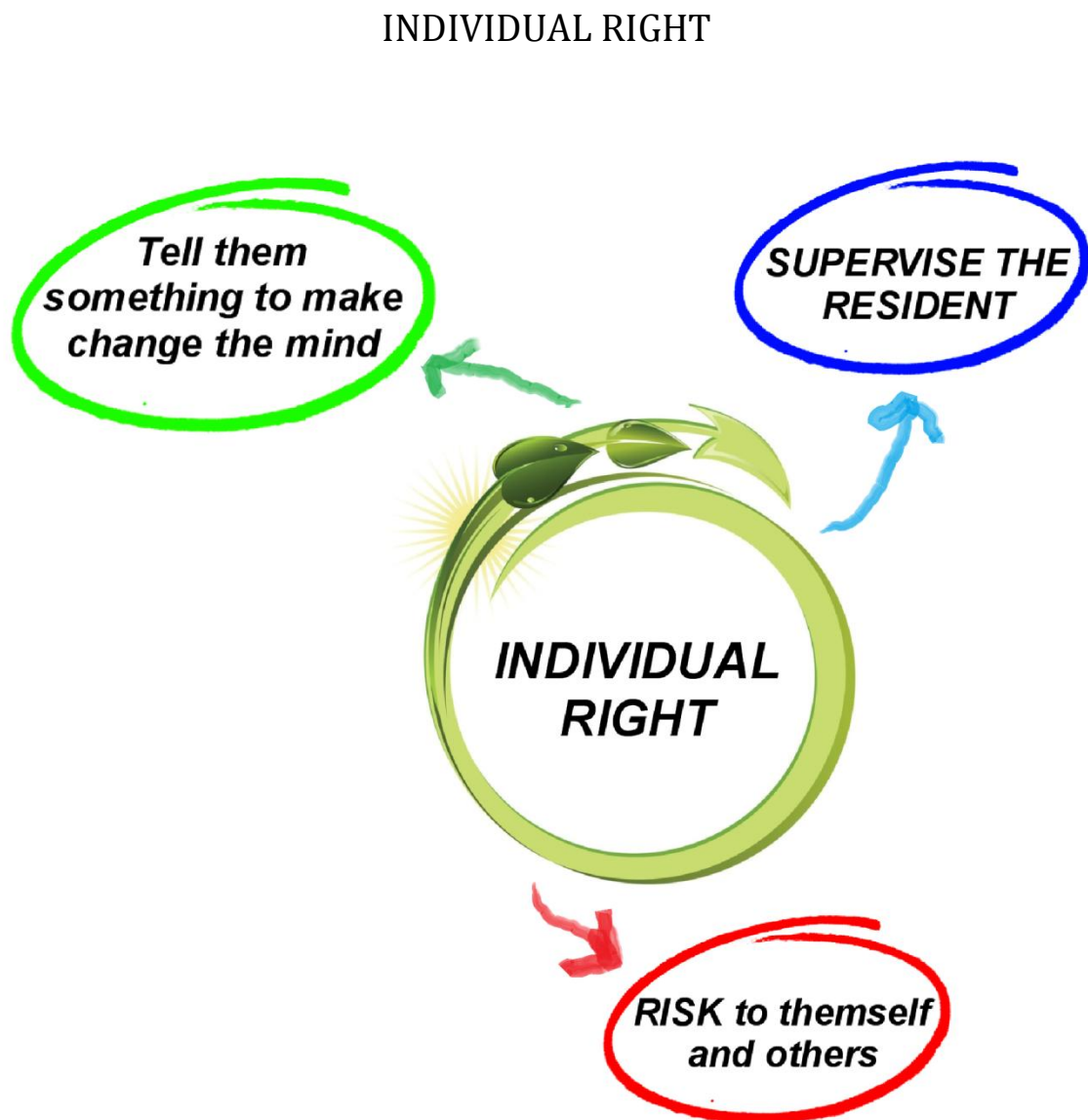
② → Describe how the duty of care affects own work role.

WHO has DUTY OF CARE

YOU to YOUR CLIENT in your organisation (Nursing home)

Me to my resident in my work place (As a care assistant)

③ → Describe dilemmas that may arise between the duty of care and individual's rights.



④ → Explain where to get additional support and advice about how to resolve such dilemmas.

There are lots of people who could help the staff member to get additional support and advice to resolve such dilemmas as:

Colleagues, senior carers, managers, social workers, nurses, doctors and families and friends of the resident.

⑤ → Describe how to respond to complaints.

When you make a complaint all staff should confirm the details of the complainant, the actual complaint and the desired result.

Then if the problems can be resolved quickly and locally in discussion with the team manager, who will be responsible for managing the complaint.

⑥ → Identify the main points of the agreed procedures for handling complaints.

If one of the family members want to make a complaint or concern they should find it easy to do.

A policy to welcome complaints open the opportunity to learn, to adapt, to improve and to provide better services.

This policy aims to ensure that complaints are handled properly and that all complaints or comments from residents and their family or staff are taken seriously.

Failure to listen to the complaints will lead to an aggravation of the problems.

All verbal complaints, no matter how seemingly insignificant, must be taken seriously.

If the staff receive a verbal complaint, they should try to resolve the problem immediately.

If the staff can not resolve the problem immediately, they should ask to the manager to handle the problem.

When a complaint is referred to the manager, he should record it in the complaint book.

