

Understand how duty of care contributes to safe practice essay sample



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Explain what it means to have a duty of care in own work role. Duty of care means supporting individuals and allowing them to be as independent as possible and to be safe. It is our responsibility a carer to makes sure that the correct support I given using the policies, procedures and agreed ways of working as a guideline. 1. 2 Explain how duty of care contributes to the guarding or protection of individuals. In our job role our duty of care to report any concern that we may about any aspect at work. There can be things such as poor working conditions, poor practice by staff, situations of or possible abuse, poor equipment and neglect. It is also our duty of care to safeguard individual from harm, all employees should report any concerns of about they might have straight away to the relevant person. This could be any suspicions or evidence of bad practice by colleague, manager, family member or any other individuals.

Know how to address conflicts or dilemmas that may arise between an individuals rights and the duty of care 2. 1 Describe potential conflicts or dilemmas that may arise between the duty of care and an individual's rights. While at work you may find yourself in situations where the individual you are supporting do not agree with what you believe is best for them. In situations where there is a conflict of interest or a dilemma between an individual's rights and your duty of care, it is best practice to make sure the individual is understands the consequences of their choice and that they have the mental capacity to understand the risks involved in their choice. It is their right as an individual to be able to make decisions for themselves.

Describe how to manage risks associated with conflicts or dilemmas between an individual's right and the duty of care. You can manage risks associated <https://assignbuster.com/understand-how-duty-of-care-contributes-to-safe-practice-essay-sample/>

with conflicts or dilemmas between an individual's right and the duty of care by, giving individual the choice to make decision for themselves within guidelines, you has a carer being open minded to others decisions, making individual's aware of the potential hazard and danger and also educating individual to learn how to deal with risky situations. 2. 3 Explain where to get additional support and advice about conflicts and dilemma. You can get additional support and advice about conflicts and dilemma by talking to your manager, getting advice from agencies or searching the Internet. Know how to respond to complaints

Describe how to respond to complaints.

The appropriate way to respond to complaints is to listen to the complaint, taking the time out to listen to the individual making the complaint and showing respect, respecting their confidentiality, recording the information you hear, report it to your manager or a appropriate person, checking the policies and procedure how on how complaints, making the person complaining understand the complaint procedures, ensuring the individual making the complaints understand what happens next, ensuring the complaint is dealt with appropriately. 3. 2 Explain the main point of agreed procedures for handling complaint. The main point of agreed procedures for handling complaint is that, the complaints policy is a recorded and documented procedure that is available, the complainant is listened to and respected, the Complaints Policy is time-based and the complaint is dealt with in a documented time-frame, complaints are normally dealt with by correct members of staff and the procedure is clear.