

# Case studies

[Sociology](#), [Social Issues](#)



Case studies James is 26 and was born with Down's syndrome and has learning disability as well as a visual impairment. He has to go to the health centre for blood tests and to complete a questionnaire about his general health. People may discriminate against James because of his condition. They may assume that he doesn't matter and not give him the care he needs because he will not understand what is going on. They could make him complete the questionnaire and get cross with him if he is unable to do so. They may assume that because he is 26 he will know about blood tests and not consider his learning disability. They may make fun of his appearance and the way he moves around. How to avoid discrimination

There are many people who could be involved in the lives of James with Down's syndrome needs care workers, teachers, teaching support assistants, social workers, speech therapists, and learning disability nurses. The way to avoid discrimination to tailoring support to individual needs whatever the care and support setting, ensure that he has access to information, advocacy and advice, including peer support and mentoring , to make informed decision about their care and support, or personal budget management, recognising and supporting carers in the role, while enabling them to maintain a life beyond the caring responsibilities, facilities are colour coded and symbols used to assistant recognition and a help desk or helpline are in place to assist patients and visitors. In doing this the staff ought to maintain confidentiality and privacy because they may think he is Down syndrome he may not know his right in this case they should have his information privacy unless to those who have the right to see. How to avoid Discrimination: The Equality act 2010: legally protects people from discrimination in the

workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone. Care Value Base One of the values is effective communication. This means that the health centre and care workers should ensure that any written information is accessible for James, e. g. simplifying the questionnaire to meet his learning needs, and using a large font to meet his visual needs also showing pictures cards not jargon language This will help James to feel comfortable and build his confidence. This is one way of avoiding discrimination against James. In this case James needs to be accompanied by an advocate who will speak on his behalf and help to fill the questionnaire. The health centre should make sure the advocate got his identity which he is an advocate. Also the staff should be aware of his needs. Standard of proficiency Personalisation Personalization means thinking about care and support services in an entirely different way. This means starting with the person as an individual with strengths, preferences and aspirations and putting them at the Centre of the process of identifying their needs and making choices. How does it help avoid discrimination Ayesha is 21 years old. She is a Somalian refugee who little English. She is six month pregnant and has had to leave her husband behind. She is scared because she does not understand the health system. The staffs may discriminate against Ayesha because she won't be able to express herself. They nurses could leave her behind because of her English some may gigs for trying to say a word out, they could let her fill the some paper form alone. They could make fun of her English speaking the nurses may speak faster and use acronyms

or technical language They could give her not much attention because they know she won't understand They may ignore her because she is refugee and she is not a citizen it will be very difficult to get her back, because she is Muslim her religion does not allow men in the delivery room. Because she does not understand she could be abused by the nurses by giving her men doctors and also giving her food which is prohibited of her religion. Example. Non halal Because she is Muslim she needs to pray but because she can't speak English she won't be able to tell them and they may not have a room for her to pray. This could mean she feels excluded and not valued. How to avoid discrimination Care Value Base Discrimination can be avoided in different way through using the care value base. As we live in a multi-cultural and diverse society we must be aware of how people are treated with their needs beliefs, and cultural. They only way we could promote dignity and respect, by ensuring that Ayesha has choices regarding food, the gender of the staff, and prayer facilities, the hospital would be avoiding discrimination. This would help Ayesha to feel safe and confidence. One of the values it effective communication. In Ayesha's case they could give her interpreter who speaks Ayesha's language. This will help Ayesha feel confident and help her to make choices about her pregnancy. it would also help uphold the value of empowerment to help her feel in control and independent. By encouraging Ayesha to make choices, this will improve her self-esteem, self-respect, sense of responsibility and confidence. The care value base avoid discrimination by meeting an individual's holistic needs and providing an inclusive service To promote privacy and dignity they should always knock at her door before entering her own because that will let her known that you

respect her. Cultural competency Cultural competency means being able to have a positive relationship with people from different cultural background in order to meet the holistic needs each individual. How it promotes It can improve the equality of the services and outcomes It enables organisations to meet legal requirements and deliver equal opportunities It improves health and well-being by integrating culture into the delivery of health and social care services. Holistic need e. g birth Childbirth is one when women are particularly vulnerable. This may also be the first time that some women come in close contact with health and social care provider. Ante-natal classes run by bilingual health workers, or with the aid of an interpreter, for woman whose mother tongue is not English. Basic information and instruction sheets should be translated and circulated Some hospital set aside a room for use by religious worship by different faith groups. Good practice includes: The provision of a non-denominational quiet room for prayer or contemplation. Provision in maternity services for staff to cater for religious requirements and ceremonies relating to childbirth