

Nvq 2 health and social care

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Give 3 examples of what you can do in your day to day work to support equality and inclusion and reduced discrimination. I could support equality and inclusion in my day to day work by involving everyone in activities and making them feel included. I could also have chats with the service users to make them feel comfortable and feel that someone cares and is there for them when they feel down and know that they can talk to me when ever they want.

I could reduce discrimination by challenging it and making sure that the person that discriminates realises it is the wrong thing to do and that they shouldn't do it again as it hurts peoples feelings, by telling them in a calm and professional manner. I would also reduce physical barriers so if someone needed to move something out their way but couldn't move it themselves, I would move it for them so they can gain access to where they want to go.

I also promote the service users dignity such as when they need to go to the toilet I would close the door so no one can see them and also when they are getting washed and dressed I would close the curtains for their privacy. I would promote their rights and choices, by letting them wear what they want and do what they want if necessary as they may need a risk assessment if wanting to go out somewhere. Describe how you can challenge discrimination. If I was challenging discriminatory behaviour I would report it to my supervisor and I would also let the person that discriminated against me know by telling them in a calm and professional manner.

Also if a person was on activities and only did activities with the women service users and not the male service users, I would then approach that person and discuss why they won't do activities with the male service users

and explain how it is discriminating against the male service users. Having staff training could also help challenge discrimination as it will show you if the situation really needs challenging, and how you could challenge it properly. Give examples below of legislation and codes of practice in relation to equality and diversity and discrimination that are relevant to your job role

Human Rights Act 1998 Disability Discrimination Act 1995 Disability Discrimination Act 2005 Equality Act 2010 Race Relations Act 2000 Equality and Human Rights Commission If you were having difficulties promoting equality, diversity and inclusion in your work, what would you do? Include where you might go to find out information and what support and advice you could access. If I was having problems promoting equality, diversity and inclusion in my work, I would access information and advice from my colleagues and feedback on my practice and take up the opportunity to do a professional development on myself.

I could also get information and advice from the Sector Skills Council, Skills for care and also look in books, journals and government websites for current legislations and guidelines to help me promote equality, diversity and inclusion. What is “Duty Of Care”? Duty of care is a legal obligation towards children and adults using services that are required to work in the best interest of the child or adult and also using care practice which is not detrimental to health well-being and safety of the child or adult.

Duty of care also means carrying out practice only within the services own level of competence, role and responsibility. Describe how the duty of care affects your own work role. Give an example where you have carried out duty of care with the individuals you care for. Duty of care affects my work

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role, as I can only carry out duties for which I am competent and in my job description and having to decline care work which is not. I have carried out duty of care in my work as I work in the best interest to the service users and that is competent to my level and job description.

I do this as I have to observe the service users, report any concerns to the supervisor and I work in line with the principles and codes of practice in my setting. I also follow standard procedures in my work including the use of resources and equipment and have regular updating of knowledge and skills. Give some example of dilemmas that may arise between the duty of care and an individuals rights. The dilemmas that may arise between the duty of care and an individuals rights is the balance between health and safety and the individuals rights.

For example, the individual may want to go out on a walk but it is really cold and icy, so the service may respect the individuals rights but would gladly go along with the individual to make sure they are okay and do not fall. Another dilemma is the right of the individual to make choices of their own care. For example, the individual may want to stay in their room all day, so the service will respect their choice, but will go up and check on them every half an hour to see if they are all right.

The concepts of mental capacity is another dilemma as the individual, may not have the mental capacity, so therefore, you cant really ask them what they want or what they would like to do. Asking the individuals family is a good way of getting to know what the individual would like as they know them better than the service. For example the individuals family would know what the individual likes to wear, so the service would respect their wishes

and put what they say the individual likes to wear. Where would you get additional support and advice to help you resolve such dilemmas.

I would get additional support from my line manager, Care Quality Standards, Ofsted, Tutor, Mentor, and professional bodies such as The Association of Health Care Professionals. An individual you care for is not happy about an aspect of their care and complains to you. How would you respond to the complaint? I would respond to the complaint by listening carefully to the complaint, acknowledge the individuals feelings, clarify and give advice on the procedures for complaining, focus on the problem and let my supervisor or line manager know about it, and reflect and if necessary, change practice and undergo training.

Describe the main points of your organisations procedures for handling complaints. The service would keep them complaint records, identify what went wrong and would respond to the complainant within agreed time, such as apologising or putting things right. Also the service would inform complainant of rights and who to complain to when complaints are not resolved. The service would also reflect on the complaints and improve the practice. Write a personal statement about how you handled an actual complaint you have dealt with.

I handled a complaint once at dinnertime, as one service user wanted a burger with mashed potato, but there was no burgers left, so therefore had to have a pasty and complained that the kitchen staff don't do enough food, so I therefore spoke to the individual in a calm and professional manner and said I would talk to the supervisor and write it in the complaints book. I then told my supervisor that an individual was complaining about there not being

enough food, and my supervisor spoke to the kitchen staff. The kitchen staff then reflected on their practice and now do enough food for each food option.