

Health, social care or  
children's and young  
people's settings



**ASSIGN  
BUSTER**

## 1. Understand the implications of duty of care.

1. 1 Define the term duty of care. Health and social care organisations have what is called a duty of care towards the people they look after. That means that they must do everything they can to keep the people in their care safe from harm. It is not only the care establishment that needs to prioritise the safety, welfare and interests of the people using its services but also the care workers of the establishment. My employer also has a duty of care for staff members, to ensure that working conditions are safe and suitable to deliver the service.

## 1. 2 Describe how the duty of care affects own role.

The duty of care I have in my job is to keep myself safe and my service user safe. Keep up to date on my training. Always wash my hands before attending a service user before and after, and wear the protective aprons and gloves that are supplied by my workplace.

## 2. Understand support available for addressing dilemmas that may arise about duty of care.

2. 1 Describe dilemmas that may arise between the duty of care and an individual's rights. Dilemmas may arise between duty of care and an individual's rights if a service user refuses medication or personal care. An individual may want to do something that is dangerous or risky. They have the right to have the choice to do this and I must respect their rights but I also have a duty to keep them safe.

2. 2 Explain where to get additional support and advice about to resolve such dilemmas. If problems arise I can get additional support and advice from the service user's family, their GP or my work colleagues.

3. Know how to respond to complaints.

3. 1 Describe how to respond to complaints. If a service user or a member of family has a complaint to make I would bring it to the attention of my manager. I would listen to the complainant, record their views and make sure the complainant knows what will happen next. Our company has a complaints procedure that is clear for all members of staff. Recorded documentation with formal or informal options. If I am not happy talking to my manager I can also talk to his manager.

I would follow the step by step list to respond to a complaint effectively and be professional, if a family member arrived in the home with a complaint as a support worker I would establish if this is something I could deal with personally, if it is we could deal with it there and then if not then I would inform the senior member of staff about the situation or depending on how serious the complaint is I would guide them directly to my nursery manager.

3. 2 Identify the main points of agreed procedures for handling complaints.

In event of complaints from either staff or family members every effort will be made to respond quickly and appropriately and the following procedures will be followed. If any family members consider that they have cause for complaint they should speak to the service users key person or the manager manager. When a complain is made to a member of staff I would have to

inform my manager as soon as possible. If any family members or carers consider that their concerns have not been satisfactory resolved they might want to write a letter to the area manager. Written complains will be recorded and dated in the homes complaint book.