

Principles for implementing duty of care essay sample



**ASSIGN
BUSTER**

Understand how duty of care contributes to safe practice

Explain what it means to have a duty of care in own work role Duty of care is the obligation to exercise a certain amount of care towards another person to make sure they are not hurt, treated unfairly or disadvantaged this includes. Keeping individuals safe, keep individuals free from harm, given choice, preferences. Explain how duty of care contributes to the safeguarding or protection of individuals Working to agreed standards which include protection from danger, harm and abuse. Clear reporting systems are in place when there are suspicions or disclosures of danger, harm and abuse

| Criteria | Ref | Outcome |
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Know how to address conflicts or dilemmas that may arise between an individuals rights and the duty of care

Describe potential conflicts or dilemmas that may arise between the duty of care and an individuals rights Potential Conflicts is the likelihood of issues developing for the individual and could include: Not being able to enjoy activities i. e. not being able to stay up to watch television, not being able to stay in bed all day. Dilemmas is giving rise to a situation where all parties concerned will not be satisfied with the result and may include: Being transferred using the hoist when the individual does not readily give consent and refuses to cooperate with the procedure. When an individual uses and smokes cannabis for pain relief, this could cause potential conflict with the care team who enters the individual's home.

2 Describe how to manage risks associated with conflicts or dilemmas between the individuals rights and the duty of care How to manage risks could include: recording the conflict or

dilemma reporting to a Senior member of staff, using a risk Assessment.

Discussion with the individual or their family 3 Explain where to get additional support and advise and conflicts and dilemmas Family Social Worker or other professionals Policies and procedures CQC Criteria Ref Outcome 3 Know how to respond to complaints 1

Describe how to respond to complaints This can be covered by a professional discussion Listening to the complaint giving the complainant time and respect Recording the information Reporting to a senior member of staff Accessing the Complaints Policy Ensuring the complainant has access to the Complaints Policy Ensuring the complainant knows what will happen next 2 Explain the main points of agreed procedures for handling information 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 nominated members of staff The procedure is clear there may be both formal and informal options.