

Principles for implementing duty of care



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Principles for Implementing Duty of Care in Health, Social Care or Children's and Young People's Settings Explain what it means to have a duty of care in own work role work in adult residential care for individuals with learning disabilities and mental illnesses. All residents should be supported and enabled to live in an environment which is free from prejudice and safe from any type of abuse. My responsibilities under the duty of care are to do everything reasonable within the definition of my job role and description to make this happen. The company I belong to sets core values to the quality of care we provide. Duty of care means providing care and support for individuals within the law and also within the policies and procedures of the company you belong and agreed ways of working of your employer.

Explain how duty of care contributes to the safeguarding or protection of individuals In my job role i have a duty of care to raise any concerns i may have about any aspect of my work. These can range from poor working conditions, poor equipment, poor practice by other staff and raising concerns about potential abuse cases and possible situations of neglect. It is my duty of care to safeguard individuals from harm and it is my duty to assess the risks. All employees should report any concerns of abuse they have. These might include evidence or suspicions of bad practice by colleagues and managers, or abuse by another individual, another worker or an individual's family member or friends. If i have any doubt at any time, I know I can discuss any issues i have with my manager when comes to my supervision on any case needed. My company also provides me another choice, of whistle blowing. I have as a priority to safeguard the adults because that's my main duty of care.

Describe potential conflicts or dilemmas that may arise between the duty of care and an individual's rights. During work you may find yourself in situations where the individuals 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 aware of 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 their own decisions when possible. In any case explaining the consequences of any choice taken and always try to give the best example by your acts .

Describe how to manage risks associated with conflicts or dilemmas between an individual's rights and the duty of care.

If a conflict arises, I can never force a service user to do or not to do things unless the law or the Company Policy allows me to (for example if they decide they want to attend an activity that has many risks taken e. g. horse riding – I need to explain them the risk of having a serious injury and if applicable to have a risk assessment in place or even buying something unhealthy e. g. sweets if diabetic, explain the risk of high sugar levels in blood, but in these cases I always have to follow the guidelines given or refer to my manager or senior). What I can do if a conflict in these questions arises between me and the service user is to provide all the information I can about the risk carried by their decisions in a supportive and encouraging way, and then let them make their own choices when the person has mental capacity.

It is important to allow individuals to explore with guidance, but making sure that individuals are aware of potential hazards and danger or assessments are in place. Every time when a conflict arises I should record that any actions were taken to provide any possible way of communication for a service user to make their own decision and then what choice they made. I always should seek for advice at my manager or/and assistant psychologist when I need it or read the company policies and procedures if I'm not sure .

2. 3 Explain where to get additional support and advice about conflicts and dilemmas To get additional support and guidance on conflicts and dilemmas I would talk to my senior colleagues , i would read all my handbooks from the trainings my company provided me to refresh my knowledge, i would read and try to get extra information from the policies and procedures of the company . I would eventually ask the home manager for advice .

Describe how to respond to complaints

In my workplace there are policies in place for both employees and service user. In my case, the case of the employee I would report orally or written my complaint to my home manager. Then the manager would have to pass my complaint to the h/o of my company and they would investigate further. If I had concerns regarding my home manager I know I can always arise my complaints to my area manager , chief of operations. My company ensures me that that my complaints and worries are listened to and acted upon promptly and fairly. If my company wouldn't be enough to deal with my complaint I would then contact the Care Quality Commission.

Explain the main points of agreed procedures for handling complaints The Complaints policy is a recorded and documented procedure that is available in my workplace (home) and is set and supported by the management of my company / home. The complainant either is an employee or a service user , is listened to and respected. The Complaints Policy is time based and the complaint is dealt with in adocumented time-frame , in my company's case would be that every written complaint is acknowledged within 5 working days and any investigations done into written complaints are held within 28 days. Complaints are normally dealt with by nominated members of staff that the company will name in each case. The procedure is always clear.