

Care Values

Screencastify link -

https://drive.google.com/file/d/1_OPfuGWLpCf4yeoiGwILn5yERdL8KfS2/view



What do you think is happening here?



Challenge task – How does this image make you feel? Why?



L/F To understand what the 7 care values are and understand a detailed definition

There are 7 basic care values that form the basis of effective Health and Social Care practice. These are the values that you will return to time and again to ensure that Health and Social Care work is being done properly.

Consider how you expect to be treated by others.

Think about a Health and Social Care scenario – What kind of care would you expect?

THINK, PAIR, SHARE

The 7 Care Values



L/F To understand what the 7 care values are and understand a detailed definition

- Respect for the individual
- Maintaining confidentiality
- Empowering and promoting independence
- Preserving the dignity of individuals
- Effective communication
- Safeguarding and a duty of care
- Promoting anti-discriminatory practice

Respect for the individual



Treating someone with respect means never putting them in a position where they feel embarrassed, protecting their rights and promote the interests of individuals.

Service users must be treated with respect. When people receive care and treatment, all staff must treat them with respect at all times. This includes staff treating them in a caring and compassionate way. Staff must respect people's personal preferences, lifestyle and care choices.



The law whereby a doctor or medical practitioner cannot reveal anything said to them by their patients during consultation or treatment. In a health and social care setting, confidentiality means that the practitioner should keep a confidence between themselves and the patient, as part of good care practice. This means that the practitioner shouldn't tell anyone what a patient has said and their details, other than those who need to know.

Patients personal details should also be kept secure and safe.

Empowering Individuals



Giving individuals all the information they need to make an informed decision. Allowing them to make choices.

Allow individuals to become or remain independent by doing things for themselves.

Empowerment in Health and Social Care means that a service user/patient feels able to participate in decision-making with their healthcare professionals. They feel able to make informed choices about treatment and ask questions.

Empowering people gives them the opportunity to make necessary changes to their lifestyle for managing their condition.



Ensuring people are treated with dignity means the kind of care, in any setting, which supports and promotes a person's self-respect regardless of any difference. Ensuring the person feels comfortable. Eg providing a curtain when asking a patient to remove an item of clothing.

Dignity in care work focuses on the value of every person as an individual. It means respecting other's views, choices and decisions, not making assumptions about how people want to be treated and working with care and compassion



Using verbal (spoken) and non verbal skills (eg making eye contact) Making the person feel comfortable, not threatened.

Ensuring they understand the information being communicated.

Health and social care professionals need good communication skills to develop positive relationships and share information with people using services. They also need to be able to communicate well with people's families and/or carers and their own colleagues and other professionals

Safeguarding and Duty of Care



Safeguarding means protecting your right to live in safety, free from abuse or neglect.

Duty of Care is about individual wellbeing, welfare and good practice.

All workplaces/providers have a moral and a legal obligation to ensure that everyone associated with the establishment is fully protected from any personal physical and/or emotional harm, either on the premises or when engaged in activities relating to the establishment.

In a health and Social care setting it is a priority to ensure the welfare and safety of children, young people and Adults. To listen to service users and take account of what they tell us in making decisions about them.

Take all reasonable steps to protect service users from harm, discrimination, and degrading treatment. Ensure respect for people's rights, wishes and feelings.

Anti Discriminatory Practice



Treating the individuals as you would want to be treated regardless of any differences.

Anti-discriminatory practice is fundamental to care provision and critical to the protection of people's dignity. The Equality Act protects those receiving care and the workers that provide it from being treated unfairly because of any characteristics that are protected under the legislation. The 'protected characteristics' are:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race - this includes ethnic or national origins, colour or nationality
- religion or belief - this includes lack of belief
- sex
- sexual orientation.

What happens without care values?



Joyce Williams

THE FAMILY OF JOYCE WILLIAMS SAID HER CONDITION "WENT DOWN RAPIDLY" AFTER GOING INTO HOSPITAL

JOYCE WILLIAMS, 86, WENT INTO STAFFORD HOSPITAL IN 2007 WITH A BROKEN ARM AND A URINE INFECTION.

SHE DIED FROM THE URINE INFECTION, WHICH WAS NOT TREATED.

HER FAMILY SAID THAT DURING HER STAY IN HOSPITAL SHE FELL OUT OF BED AND WAS MIS-HANDLED BY NURSING STAFF WHICH LEFT HER WITH BRUISES ALL OVER HER ARMS AND BACK.

HER DAUGHTER, CASTELLE DAVIS, SAID: "THEY KEPT TELLING ME SHE HAD DEMENTIA BECAUSE SHE WAS FORGETFUL AND HALLUCINATING.

"I WAS LATER TOLD BY A NURSE FRIEND OF MINE THAT SHE HAD THOSE SYMPTOMS BECAUSE SHE WAS SO DEHYDRATED.

"SHE WENT DOWNHILL RAPIDLY BECAUSE SHE WASN'T EATING AND WEIGHT DROPPED OFF HER, SHE WAS JUST SIX STONE WHEN SHE DIED."



Discuss the care values used in Joyce's care. What went wrong? What was missing?

Challenge task – Research the outcomes of the Stafford Hospital scandal – What changed?

Demonstrating Care Values



For each of the Care Values we have discussed give an example of how each of these would look in **one** of the Health and Social Care Settings.

- a) A child in a nursery
- b) A student at secondary school
- c) An elderly person in hospital

Challenge Task – Describe a situation where it might be difficult to follow the care values.