Standard 3 Duty of care

**Learning Outcome -The learner will:**

**Assessment Criteria – The learner can:**

**3.1a** As a social care or health worker, you have a duty of care to all people you support. Use the following words to define what is meant by duty of care.

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| --- | --- |
|  Responsibility |  |
| Safety |  |
| Obligation |  |
| Wellbeing |  |

**3.1b** Thinking about your own work role, complete the sentences below to describe how the duty of care affects you in practice.

|  |  |
| --- | --- |
| The code of conduct means that... |  |
| The organisational policies and procedures are there to... |  |
| I must report unsafe or abusive practices because... |  |

**3.2a** There will be times when your duty to safeguard the wellbeing of the individual is in conflict with your duty to promote the individual’s right to take risks. It is your duty to ensure an individual is kept safe and does not experience harm but these situations may cause you a dilemma and you may not know the right thing to do to keep them safe at the same time as enabling them to make their own choices. Think of two dilemmas that might arise in your work and describe these in the space below.

|  |  |
| --- | --- |
| Dilemma 1: |  |
| Dilemma 2: |  |

**3.1b** For the two dilemmas that you have described in 3.2a, complete the table below to explain what you must and must not do within your role for each dilemma and where you would get additional support and advice to help you resolve the dilemma.

|  |  |  |  |
| --- | --- | --- | --- |
|  | What you must do within your role | What you must not do within your role | Where would you get additional support and advice to resolve the dilemma and why |
| Dilemma 1 |  |  |  |
| Dilemma 2 |  |  |  |

**3.3b** For each of the three examples below, describe who you would ask for advice and support in handling comments, concerns and compliments.

|  |  |
| --- | --- |
| A number of individuals you are supporting believe that someone has been tampering with their medical records |  |
| You have read the complaints procedure but you would like to ask for further guidance on one section |  |
| An individual you support has told you that they wish to make a complaint about the food served at meal times |  |

**3.3c** It is essential to learn from comments and complaints when providing care services. Explain the importance of learning from comments, concerns and compliments in order to improve the quality of service that you provide.

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|  |

**3.4a & b** You have a duty of care to respond to events and incidents in an appropriate and agreed way. To show your understanding, complete the table below to describe how you would recognise adverse events, incidents, errors and near misses (scenarios) and explain what you must not do in relation to each.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Decide whether this is an example of an adverse event, incident, error or near miss | Describe how you recognise this as an example of an adverse event, incident, error or near miss | Explain what you must do and must not do in relation to each example |
| An investigation is started after a number of patients died unexpectedly in care. |  |  |  |
| You arrive at an individual’s home to support them with their shopping to find that a colleague has already arrived to undertake this task. |  |  |  |
| When serving lunch, an individual who has a nut allergy was given a peanut butter sandwich by mistake. You notice this just in time to change the sandwich. |  |  |  |
| An individual in the bathroom area slips on the wet floor. When investigating you notice that a wet floor sign has not been used. |  |  |  |

**3.4c** Thinking about the four scenarios in 3.4a & b, list the legislation and agreed ways of working that need to be taken into account when reporting adverse events, incidents, errors and near misses.

|  |  |
| --- | --- |
| Adverse events |  |
| Incidents |  |
| Errors and near misses |  |

**3.5a** List the factors and difficult situations that may cause confrontation.

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| --- |
|  |

**3.5b,c & e** Thinking about the factors and difficult situations that may cause confrontation, select one that relates to your own role and answer the questions below.

|  |  |
| --- | --- |
| What is the factor or difficult situation that may cause confrontation? |  |
| How could communication be used to solve problems and reduce the likelihood or impact of confrontation? |  |
| How would you assess and reduce the risks in this situation? |  |
| What is the agreed way of working for reporting confrontation in your service? |  |

|  |
| --- |
| **Assessor Feedback: Date:** |

Candidate Signature: ……………………………………………….. Date: ………………….

Assessor Signature: …………………………………………………. Date: ………………….