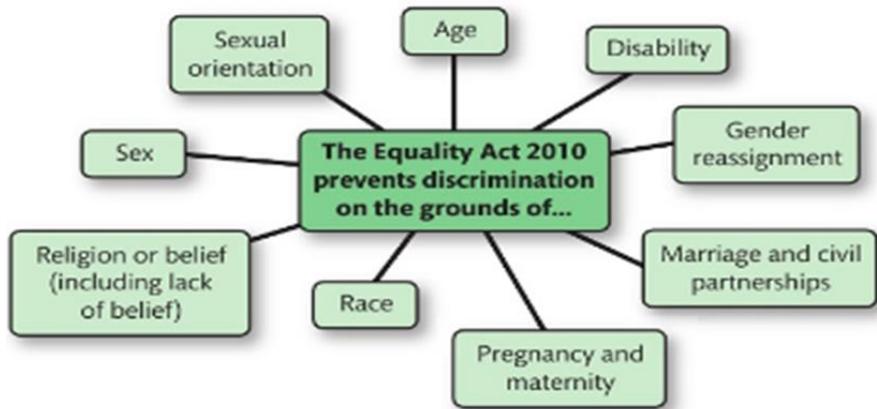


Unit 5 – Meeting Individual Care and Support Needs

Equality

- Ensuring every individual receives equal access to services and equal quality of care to meet their personal needs.
- Important to acknowledge individuals beliefs, cultures and abilities
- The Equality Act 2010 ensures no one is discriminated on and H&SC services must follow this.

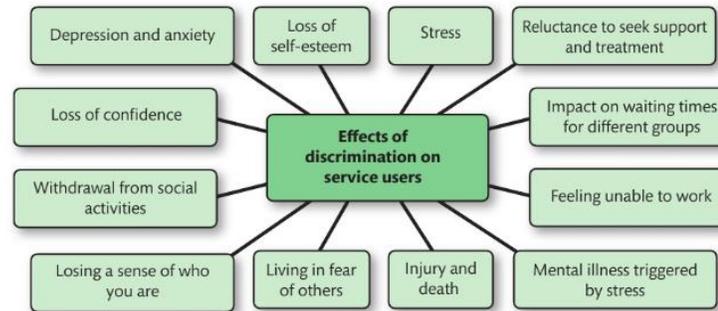


Diversity

- A variety or range of differences.
- We live in a multicultural society which allows us to have a variety of skills and expertise from different cultures and traditions.
- It is important everyone is respected and understood.

Discrimination

- When someone has a prejudice against someone and acts on it.
- Can be due to race, gender, disability, sexual orientation or belief.
- Can come in many types:
 - unfair
 - direct
 - indirect
 - positive



Initiatives to prevent discrimination

- Diet – e.g. in line with their culture or preferences.
- Access – e.g. ensuring they have access to all services
- Support – e.g. providing with a counsellor, advice
- Advocacy - e.g. providing someone who can speak on another's behalf.

Skills and Personal Attributes of Carers

- The 6 Cs
- Patient
- Empathetic
- Good listener
- Good communicator
- Sense of humour
- Problem solver
- Trusting
- Negotiator
- Observational



Empathy Theories

- Used to explain how we develop empathy.
- Trying to put yourself in their shoes.
- **Attachment and Emotional Resilience theory** – your attachments during childhood will affect your trust and relationships later on in life.
- **Triangle of Care** - used in mental health care involving the service user, the service provider and their carer. Builds trust and ensures communication between all.
- **Volkelt** – when you identify with an object.
- **Vischer** – when you imagine yourself as a piece of art and feel the emotions they reproduce.
- **Scheler** – not just taking the facts into consideration but also opinions of an object.
- **Hoffman** – how we develop morally, knowing right from wrong.

Ethics

- Making moral decisions but still following the values and principles of their practice.
- Theories have been used to guide decisions
- **Consequentialism** – the correct moral response is related to the outcome or consequences of the action, and not the intention or motive behind it.
- **Deontology** – you should focus on intentions instead of outcomes, e.g. treating someone regardless of age or cost.
- **Principlism** – based on autonomy, beneficence, non-maleficence and justice.
- **Virtue Ethics** – you make decisions based on your morals and what you feel is right to do towards your colleagues or patients.

Balancing services and resources

- There can be conflicts of interest when trying to provide a sufficient service, but also within budget.
- It can be difficult to allocate funding and weighing up individual needs and wishes.
- For those requiring a lot of care.

Minimising risk and promoting individual choice

- Applicable to vulnerable people, e.g. elderly, those with learning disabilities.
- Have to manage individuals choices, but ensure they are safe.

Sharing information and managing confidentiality

- Within H&SC, information should be kept private and not shared without the knowledge and agreement of the service user.
- This ensures that service users are safeguarded.
- In some cases, it may be necessary to break, e.g. an individual is at harm.

Organisations for Conflicts of Interests

- Help to guide on ethical decisions
- NHS, Department of Health, National Institute for Health and Care Excellence (NICE), Health and Safety Executive (HSE)

Legislation for Conflicts of Interests

- Ensures everyone knows their rights and responsibilities within care.
- Equality Act, Data Protection Act, Human Rights Act, Mental Capacity Act, Mental Health Act, Care Act

DH Decision Support Tool

- Guidance that helps H&SC professionals assess the needs of those eligible to care.
- Used by a multi-disciplinary team to help make a recommendation.

Five Step Framework

- Used to help make an ethical decision.
- It takes you through the steps and questions you should consider before making a decision.

NICE + NHS care pathways

- Used to implement national standards.
- Often include decision support systems.

Clinical Commissioning Groups

– help deal with conflicts, and are fair and transparent.

HSE Guidance on Risk

Assessments – help to control risks and keep people safe.

Conflicts of interest

In health and social care, conflicts can arise regularly. They come about from disagreements between service users, family or service providers. NHS Checklist of dealing with conflict →

Do	Don't
Make sure that the issues are fully outlined.	Conduct your conversation in a public place.
Acknowledge emotions and different styles.	Leave the discussion open – instead create an action plan.
Have a comfortable environment for any meetings.	Finish people's sentences for them.
Set a time frame for the discussion.	Use jargon.
Establish good rapport.	Constantly interrupt.
Use names and, if appropriate, titles, throughout.	Do something else whilst trying to listen.
Work to cool down the debate in a hot conflict.	Distort the truth.
Convince parties in a cool conflict that something can be done.	Use inappropriate humour.

Types of Challenges

- **Awareness and knowledge** → not knowing or understanding what services are available to them.
- Practical challenges → e.g. elderly being able to carry out daily tasks.
- **Skills challenges** → not knowing how to carry out certain tasks, e.g. IT skills
- **Acceptance and belief challenges** → e.g. the elderly not accepting you are unable to do as much
- **Motivational challenges** → lacking the drive to make any changes
- **Communication challenges** → difficulties in getting your thoughts and choices across.

Strategies to overcome challenges

- **Educational information materials:** e.g. leaflets, posters on how to have a healthy lifestyle.
- **Training courses:** e.g. how to care for an individual, how to overcome challenges from a stroke.
- **Opinion leaders:** an individual organisation that will discuss issues with individuals, e.g. GP talking with the elderly.
- **Clinical Audits:** a review of standards used to highlight challenges for service users and providers, and the best strategies to overcome them.
- **Computer-aided advice systems:** online decision support systems that provide specific information by health care professionals, which provide prompts on certain actions to take.
- **Patient-mediated strategies:** provide information via mass-media campaigns to promote good choices.

Policy Frameworks

- Structure used to organise sets of principles and long-term goals, with guidance and direction.
- Aim to reduce inequality of care and improve integration.
- **NHS Patient Experience Framework:** ensures a positive patient experience, by focusing on a variety of elements including communication, emotional support, physical comfort, transition and coordination of care.
- **Health Action Plans:** ensures services are always trying to improve, e.g. elderly/obesity/dementia and the increased H&SC needs.
- **Adult Social Care Outcomes Framework:** ensures high quality care for vulnerable individuals.
- **Common Assessment Framework:** completed by those working with children to identify their needs and safeguard them.



Personalisation

- Ensures that every person receiving care and support is able to set their own goals, and have choice and control over it.
- Examples: having control over a budget, deciding which services they would like.
- Boosts self-esteem, independence and makes an individual feel cared for.

Communication

- Vital to develop positive relationships and share information.
- Approaches: Humanist (person-centred), behavioural, cognitive, psychoanalytical, social.
- Types: Verbal, body language, written, formal, informal.
- Alternatives: Makaton (for learning difficulties), British Sign Language, Braille, Communication boards, symbol systems.

Technology

- To help those with difficulties in communication
- Voice activated software, mobile phones, braille, speech recognition software.
- Hearing aids and loop system (when a microphone is linked up to a hearing aid).
- Text relay service (texting a message to an operator instead of having to phone).

Agencies working together

- Improve efficiency and are more cost effective.
- Improve coordination of care.

Organisations

- **CCGs:** involves GP practices and other HCPs. Assesses health needs of an area and commissions the hospital and NHS services.
- **Local authorities:** commission social services, e.g. housing and social workers.
- **Health and Wellbeing Boards:** aims to integrate public services to better support the integration of services.
- **Frameworks:** key to integrating health and social care, reducing inequality and improving focus.
- **Education, Health and Care plan:** for those under 25 with special educational needs.

Multi-agency and multi-disciplinary teams

- Multi-agency involves different services, e.g. social service working with mental health services.
- Ensure effective working, with better communication, less wasted resources and reduced costs.

Multi-disciplinary working

- A team made up of a variety of professionals from the same service.
- Used for service users with complex needs.
- Improves service and outcomes, avoiding repetition and saves time.
- **Health care professionals:** nurse, GP, consultant, dietitian, radiologist, psychologist.
- **Voluntary sector:** Macmillan nurses, family support workers.

Maintaining confidentiality

- Keeping information private.
- Ensure you maintain trust between service users and providers.
- Prevents embarrassment, loss of dignity or harm and ensures safety.
- Keeping information locked away or password protected.
- Sharing information only with people who are entitled to have access to it.
- Being professional about how information is shared.

Caldicott Principles

- Establish the importance of confidentiality
- Justify the purpose, don't use identifiable information, only gather the minimum and comply with the law.

Legislation

- Laws focussing on the importance of confidentiality.
- Data Protection Act, Human Rights Act, Health and Social Care Act.
- **Health and Social Care Information Centre (HSCIC):** provides guidelines on confidentiality.
- Freedom of Information Act
- Mental Health Act
- Mental Capacity Act
- Care Quality Commission Codes of Practice
- Health and Care Professions Council (HCPC) codes of practice

Managing Information

- Identify why information is needed
- Identify what information is needed
- Search for the information appropriately
- Use information ethically and legally.

Importance of Sharing Information

- To get specialist care
- Ensure everyone knows what is going on, e.g. service user and their family.