

School name

Knowledge Organiser: Year 10, Term 2

Subject: Health and Social Care

R021: Essential values of care for use with individuals

LO1: Understand how to support individuals to maintain their rights

The rights of individuals in care:

- **Choice** – means to be able to pick if you want to join in with an activity or choose the food you want to eat or the health care services that you want to be treated by.
- **Confidentiality** – ensuring that personal information is kept separate away from people that do not need to know your information.
- **Consultation** – asking and speaking to the service user before providing care
- **Protection from harm and abuse** – being kept safe regardless what care establishment you are in.
- **Equal and fair treatment** – having your needs considering when you are about to have care services, that ensure you have the same opportunities as others.

Examples of confidentiality:

- Having personal notes stored securely
- Not being spoken about so others can hear
- Providing a room with others not present
- Encrypting documents that are stored on the computer/ electronically

Examples of choice:

- Joining in activities/ giving options for activities
- Food options
- Selection of GP
- Where/how receive treatment

Examples of consultation:

- What type of care the individual would like if it were possible
- Opinions and views being sought
- Writing reviews or feedback about a service you have received

Examples of protection from harm and abuse:

- Reporting any concerns about the health or wellbeing of a person you are caring for.
- Ensuring medical records are up to date this could ensure that allergies and medical requirements are met.

Examples of fair and equal treatment:

- Providing a range of foods that meets all service users needs regardless of their religion or dietary requirements.
- Not overtly or covertly discriminating against a person or their beliefs.
- Allowing a person to be able to practice their religion beliefs free from discrimination.



LO1: Understand how to support individuals to maintain their rights

Why it is important to maintain individuals' rights, i.e.:

- **To make people feel valued/raise self-esteem** – this means how a person feels and values themselves
- **To empower** - this means make (someone) stronger and more confident, especially in controlling their life and claiming their rights.
- **To instil confidence and trust** - this means to create or make stronger the feeling or belief that one can have faith in or rely on someone or something.
- **To feel safe** – this means protected from or not exposed to danger or risk; not likely to be harmed or lost.
- **To equality of access to services/treatments** - this means that all people regardless of their faith, religion, colour, ability/disability should be able to access treatments that are suitable for them.
- **To have your individual needs met** – this means your needs are met regardless of what they are and to not be treated the same as others just because you are similar e.g. your elderly so you should be being treated in this way...

Key words:

- **Discriminatory** - is when someone is treated unfairly or differently. Discrimination is when a person is treated unfairly or badly because the person is one of a group. In some countries, discrimination against somebody based on race, sex, religion, sexual orientation, age, or disability is illegal.
- **Advocacy** - is the act of speaking on the behalf of or in support of another person, place, or thing. An example of an advocacy is a non-profit organization that works to help women of domestic abuse who feel too afraid to speak for themselves.
- **Patronising** - is to be kind or helpful to someone, but to talk to them as if they are inferior. An example of patronize is when someone speaks slowly to an older person who can hear perfectly well.



School name

Knowledge Organiser: Year 10, Term 2

LO2: Understand the importance of the values of care and how they are applied

What are the values of care/ care values?

The values of care in health and social care:

- Promoting equality and diversity
- Maintaining confidentiality
- Promoting individuals' rights and beliefs

Where the values of care are applied:

- in health settings (e.g. GP surgery, Hospitals, Dentist surgeries)
- in social care settings (e.g. residential homes)
- in early years care and education (e.g. nurseries, schools)

How the values are applied:

- Promoting equality and diversity (e.g. providing foods specifically for vegetarians)
- Maintaining confidentiality (e.g. making sure written documents are stored in a locked filing cabinet)
- Promoting individuals' rights and beliefs (e.g. the right to refuse treatment)
- Being a reflective practitioner

How the early years values of care are applied in settings:

by ensuring the welfare of the child is paramount, i.e.:

- positive expectations should be encouraged.

- a child must never be smacked or humiliated

by keeping children safe and maintaining a healthy and safe environment, i.e.:

- protecting children from abuse, applying health and safety procedures

by working in partnership with parents/guardians and families

by encouraging children's learning and development, children should be offered a range of experiences to provide choice

by valuing diversity, i.e.:

- information about various traditions, customs and festivals should be presented

by ensuring equality of opportunity, each child should be provided with the opportunity to work towards his/her potential

by practising anti-discrimination

- not discriminating based on social background

by ensuring confidentiality, i.e.:

- information about families must not be shared with others except on a 'need to know basis'

by working with others

- other professionals or in partnership

LO3: Understand how legislation impacts on care settings

What are the Acts I need to know?

- Equality Act 2010,
- Children's Act 2004,
- Data Protection Act 1998,
- Health and Safety at Work Act 1974
- Mental Health Act 2007

The Data Protection Act 1998 (DPA 1998)

An act of the United Kingdom Parliament defining the ways in which information about living people may be legally used and handled.

The main intent is to protect individuals against misuse or abuse of information about them. The Act was developed to control how personal; service user or customer information is used by organisations or government bodies for examples the NHS. It protects people and lays down rules about how data about people can be used.

The Eight DPA Principles:

1. Fairly and lawfully processed
2. Processed for limited purposes
3. Adequate, relevant, and not excessive
4. Accurate
5. Not kept for longer than is necessary
6. Processed in line with your rights
7. Secure

8. Not transferred to other countries without adequate protection

The Children's Act 2004:

The Children Act 2004 states that the interests of children and young people are *paramount* in all considerations of welfare and safeguarding and that safeguarding children is everyone's responsibility.

Paramount means the most important/ top priority.

The Act aims to improve effective local working to safeguard and promote children's well-being. The Act takes a *child-centred* approach and includes universal as well as targeted and specialist services.

Child-centred means the child is considered first before anyone else.

The Children Act 2004 states that the interests of children and young people are paramount in all considerations of welfare and safeguarding and that safeguarding children is everyone's responsibility.

Principles of the Children's Act 2004:

- To allow children to be healthy
- Allowing children to remain safe in their environments
- Helping children to enjoy life
- Assist children in their quest to succeed
- Help contribute – a positive contribution – to the lives of children
- Help achieve economic stability for our children's futures